GULFCOAST SOFTWARE SOLUTIONS

# Storekeeper Technical Manual

## Version 3.5

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# About Gulfcoast's Storekeeper Software

The basic concepts of Storekeeper include connecting to, reviewing, and watching video, audio, and data streams. Storekeeper allows you to connect to a variety of multimedia sources, including the local DVR system or a remote DVR. Once connected, Storekeeper provides a dynamic live viewing experience that allows you to watch video and data, as well as hear audio, as it is recorded in real time.

In addition to Storekeeper's live viewing experience, the software suite provides a state-of-the-art reviewing platform, allowing you to track and revisit events that are important to your business. Storekeeper's reviewing platform allows you to review the local DVR or a remote DVR, as well as recorded video, audio and data that have been stored on valid backup media, such as hard drives, removable USB drives, CDs, and DVDs.

# About This Guide

This guide uses the following graphics conventions. Note that there may be a degree of overlap among the categories.

| ***Convention*** | ***Description*** |
|---|---|
| | *This icon identifies warning information or an otherwise important alert.* |
| | *This icon identifies tips, tricks, and shortcuts.* |
| | *You will see this icon where the manual suggests or requires a software installation.* |
| | *This icon identifies an action that may require you to first login to a higher level account.* |
| | *This icon identifies licensed features.* |

# What's New for Storekeeper 3.5

The Gulfcoast software suite now features several updates and additions that enhance its functionality, efficiency, and usability. If you have been using Transearch 3.4 (or an earlier version) prior to using Storekeeper, you should make particular note of these updates. They are summarized briefly here, and integrated where appropriate in the body of the manual.

## Live

- A live video-data relationship feature has been added. When you click a camera, the associated live data device will display. Conversely, when you switch between live data devices, the cameras that are associated with them display in the most prominent camera positions.
- Remote Live Mode now includes a two-way audio feature.
- Remote Live Mode now features PTZ control for remote PTZ cameras.
- Mouse wheel scrolling has been added to live data panels.
- Mouse wheel zooming has been added to local live video.

## Review

- The backup interface now displays the available cache space and the amount of data that must be downloaded for a remote backup, as well as the available destination space for saved files.
- When you change the search date, the **Start Time** and **Stop Time** in Copy Video Step 2 update to match that date.
- Double-clicking a search result in Search Data Mode or a clip time in Search Video Mode will cause playback to automatically start from that time.
- To enable quicker backups, you may now click **Quick Select** in Copy Video Step 2 to fill out the **Start Time** and **Stop Time** automatically.
- An Email Frame with Receipt feature has been added.
- Mouse wheel scrolling has been added to search results, the receipt panel, and playback controls.
- Mouse wheel zooming has been added to video.

## Interfaces

- An interface to the NCR POS has been added.
- An interface to TLS has been added.
- Immix alarm output integration has been added.
- I/O events have been added for the GeoVision data interface.

## Reports

- Changing the search date now automatically updates the date in the reports menu.
- An import and export feature has been added to the Schedule Reports feature.
- New reports include the Advanced X-List by Cashier Report and Scorecard reporting.

## Miscellaneous

- Storekeeper is now compatible with Windows 7.
- The Log In, Log Out, Minimize and Exit buttons are all visible on the main screen.
- The Storekeeper user interface is skinnable.
- GeoVision Video storage statistics have been added to the System Status feature, and the earliest day of video is displayed on the main screen.
- An import and export feature has been added to Real Time Monitoring.
- Backup drive restrictions now specify that users can be restricted to only certain types of drives, and that certain drive letters can be restricted to everyone.

# Getting Started

## How to Register Storekeeper

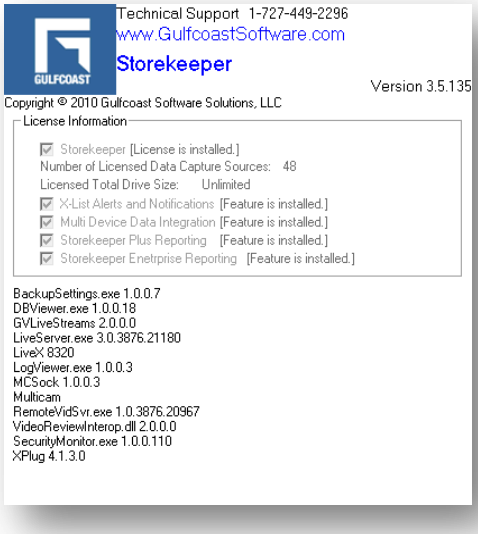
Gulfcoast Software Solutions, LLC provides a suite of loss prevention tools that must be registered for full functionality and data integration.

Licensing:

- Enables remote access to view video, data and audio
- Enables capture of a specific number of data sources, including POS data
- Enables user account-based security
- Enables Exception List alerts and notifications (optional)
- Enables multi-device data integration (optional)
- Enables Plus Reporting features (optional)
- Enables Enterprise Reporting features (optional)

*Without a valid software license, the enterprise servers and the data capture engine will be disabled. Note that registration is not necessary to review backups or local files, or to connect to licensed remote DVRs.*

If the system is unregistered, a red **UNREGISTERED COPY** information box will appear below the camera viewing area in all modes but Remote Live.




Clicking the **Help** button and selecting the **About Storekeeper** menu item will display the software registration details. This screen will display the Gulfcoast Technical Support number, software version number, and licensing specifications.

If your software is unregistered and you would like to access one or more of the above features, please call Gulfcoast Software Solutions, LLC at (727) 449-2296 to acquire a software license.

# How to Log In

*Unlicensed systems do not support this feature.*

Storekeeper provides multilevel user access. Features requiring upper level access include but are not limited to:

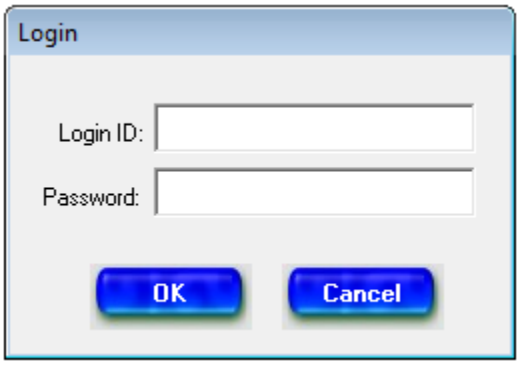
- Viewing a backup
- Accessing remote sites
- Opening **Admin Tools**
- Shutting down or minimizing the software
- Changing configuration information

In general, if an item is "grayed out" or inaccessible, you may need to login using an account with the appropriate permissions to access those features.

*Account privileges can be tailored to suit the needs of the individual client, and are fully modifiable by administrator accounts. The default account that is automatically logged in when the software loads can also be set by an administrator in the Configuration section of Storekeeper. To configure these options, see How to Manage User Accounts.*

### About the Login Screen

To access the Login screen, simply click the **Log In** button beneath the camera viewing area of the Storekeeper screen. Enter your username and password in the boxes provided. If the username and password do not match an existing account, an error message will prompt you to try again; a successful login will result in the Storekeeper Login window disappearing. If no login information is entered within a reasonable amount of time, the Login screen will close.



## How to Minimize and Exit Storekeeper

*You may need to login to a higher level account to access this feature.*

You can hide the Storekeeper application by reducing it down to a small icon on the taskbar along the bottom of the screen by clicking the **Minimize** button below the camera viewing area. If you are in any mode except for Remote Live and you cannot see the **Minimize** button, click the red **X** in the upper right corner of the panel below the camera viewing area. If you are in Remote Live, click the **Exit** button in the lower right corner and select **Minimize**. You can restore Storekeeper back to its full size by clicking the **Storekeeper** icon in the taskbar.

You can completely exit the Storekeeper application by clicking the **Exit** button below the camera viewing area. If you are in any mode except for Remote Live and you cannot see the **Exit** button, click the red **X** in the upper right corner of the panel below the camera viewing area. If you are in Remote Live, click the **Exit** button in the lower right corner and select **Exit**. This will shutdown Storekeeper, and it will no longer continue to capture data or perform any of its other automated tasks until the application is restarted.

## How to Close Menus

In general, clicking the same button that caused a panel to appear will also cause that same panel to disappear. If you see a red button with an X in it, generally found at the top right corner of a panel, this too will cause the panel to disappear and reveal whatever the panel had been covering.

## How to Reinstall Storekeeper

*You may need to login to a higher level account to perform this task.*

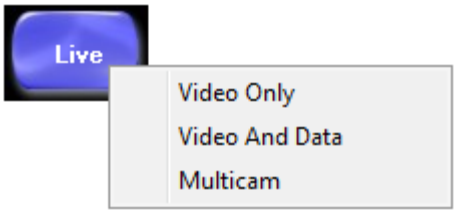
To reinstall Storekeeper:

1. *Click on the **Configuration** button in the lower right corner of main screen.*
2. *Select **Admin Tools.***
3. *Select **Open Tools Folder.***
4. *Navigate up one folder and open the **Lite** subfolder.*
5. *Run **Storekeeper-Lite-Installer** and follow its instructions.*

The options selected in the **Choose Components** section of the installer will reflect the options selected the last time the installer was run.

# Live

To view video, audio and data in real time, click the **Live** button near the upper left corner and select one of the three options: **Video Only**, **Video and Data**, and **Multicam**.



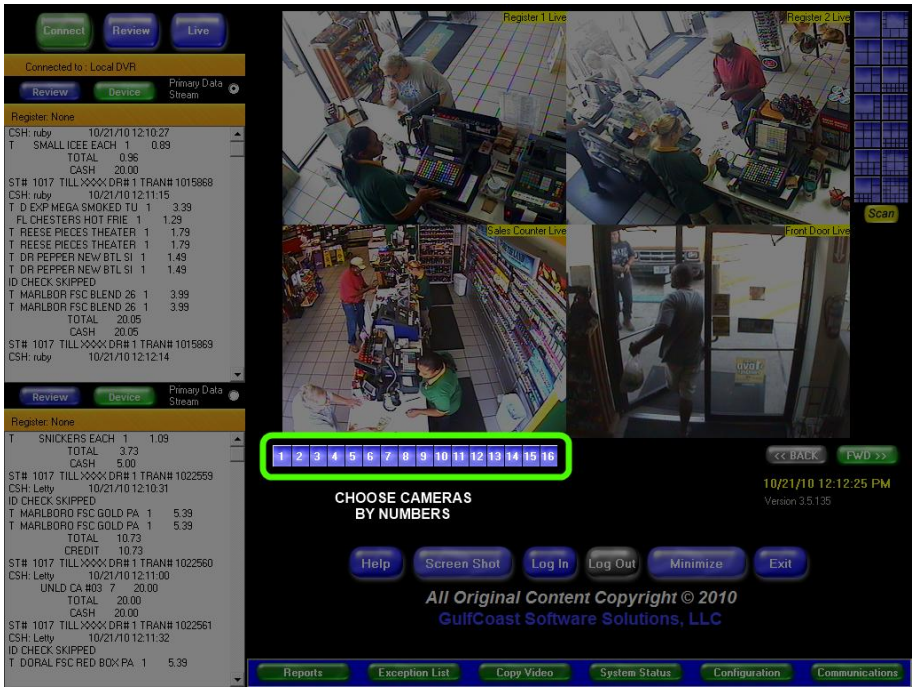

## General Functionality

Both “Video Only” mode and “Video and Data” mode can display live video feeds simultaneously. Each video feed contains a camera tag which indentifies or describes that camera.

If the system is setup to capture audio, audio controls will be visible on the far right. A drop down menu enables you to select which channel of live audio to listen to. Audio Channel 1 is selected by default when Storekeeper starts. A vertical slider bar enables you to adjust the volume of the live audio.

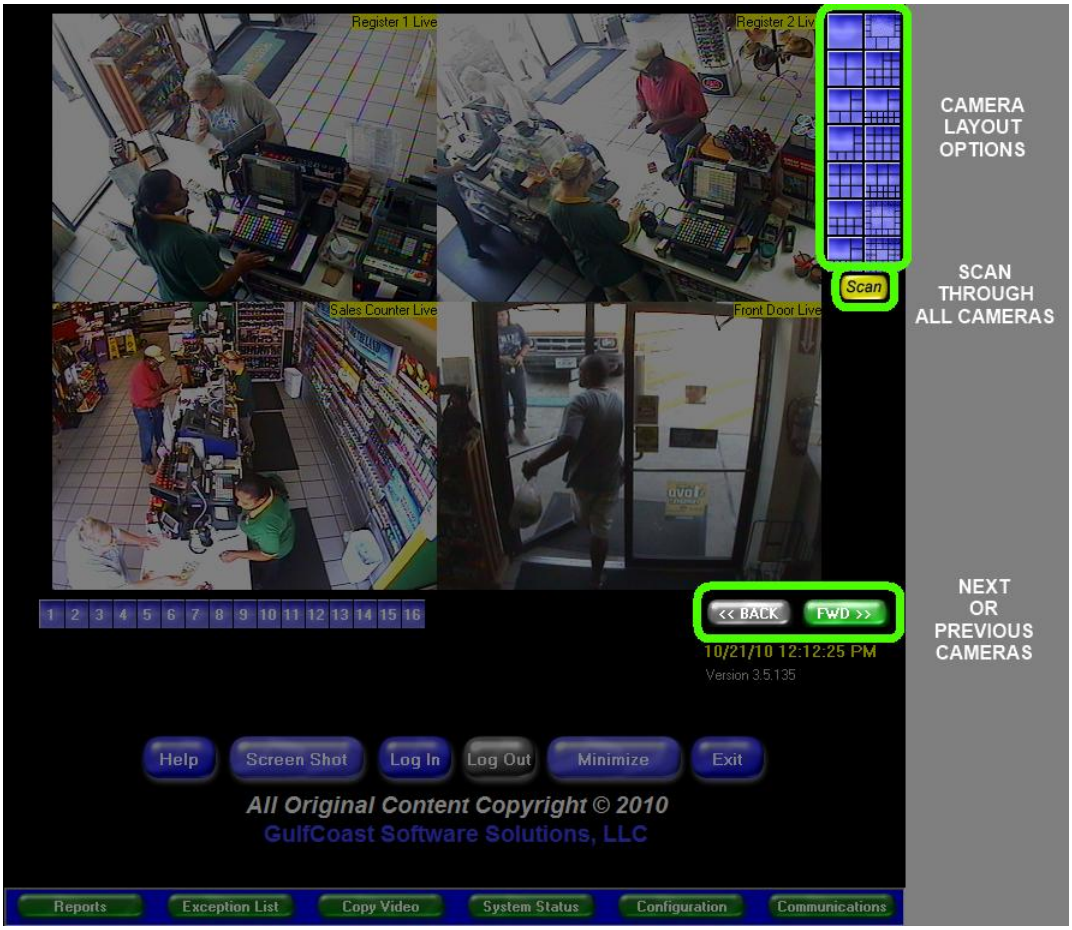
### How to Adjust the Camera Viewing Area

The camera viewing area displays video in real time. Three sets of buttons allow you to navigate through the available video devices: the **camera number** buttons, the **camera layout** buttons, and the **BACK/FWD** camera buttons.




The **camera number** buttons are located at the bottom left-hand side of the camera viewing area. Clicking one will display only the camera that corresponds to that button. For instance, clicking “1” will instantly present you with a full-screen view of the first camera in the list.

The **camera layout** buttons are located on the upper right-hand side of the camera viewing area. Clicking a camera layout button will arrange the cameras in the layout indicated on the button.




For an NxN layout (i.e., a layout that is as many cameras tall as it is wide), single-clicking any given camera will display it in full-screen mode. Single-clicking the full-screen camera will return to the previous layout.

For a non-NxN layout, single-clicking a camera will select it for swapping with another camera; to swap it, simply single-click a second camera and watch the two switch places in the layout. Double-clicking a camera will bring it to full-screen size. Double-clicking a full-screen camera will revert to the previous layout.

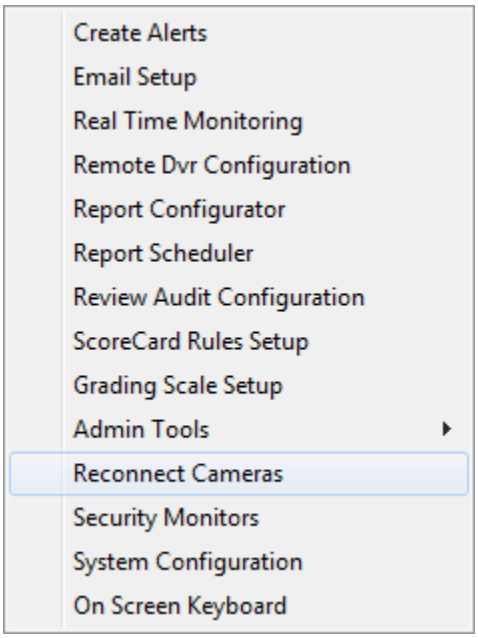
The **Scan** button is located beneath the camera layout buttons. Clicking the Scan button will rotate through a full-screen view of each camera with a pause in between. To turn the camera scan off, simply click the **Scan** button again.

The **FWD** and **BACK** buttons are located at the bottom right corner of the camera viewing area just above the date/time stamp. Clicking the **FWD** button will take you to the next available screen of cameras, which will be arranged in the selected layout. Clicking the **BACK** button will take you to the previous screen of cameras, which will be arranged in the selected layout.

## How to Refresh the Camera Viewing Area

If the camera setup has changed in the capture software, or if an Active Webcam IP camera's video stream appears to lock up, you may refresh the camera viewing area. To do this, simply:

1. Click on the **Configuration** button in the tool bar on the bottom right corner of the screen.
2. Choose the **Reconnect Cameras** option from the menu.




## How to Save, Print and Email Camera Pictures

Camera tags are the labels attached to each camera view that state the camera's name. If a camera is receiving video, single-clicking the camera tag in "Live" view will bring up a shortcut menu with the options to print the current camera frame, email it, or save it.

The **Email** option is only available in Video and Data mode. Selecting the **Email** option will bring up the email screen, which allows you to send the current image as an attachment. For more information about the Storekeeper Email screen, see How to Send Emails.

Selecting the **Print** option lets you choose between printing a Half Page or a Full Page. A dialog then opens to allow you to select an available printer from which to print the current image.

*A half page prints the exact same image as a full page, except that it is smaller to help conserve ink. Selecting the **Save** option allows you to save the selected image. A dialog box appears that allows you to select where to save the image. If you want to save the image to any folder other than "My Documents," you may need to login to a higher level account.*

### How to Magnify Camera Pictures

You can zoom in and out of a camera by placing the mouse cursor over it and rolling the mouse wheel up or down. When you are zoomed in, you can click and hold the left mouse button down on the camera and drag the mouse cursor to navigate the camera view.

If a camera is zoomed in, the camera's caption will say "Zoom" and the magnification factor (e.g. 2x, 4x, etc.) will be displayed to the right of the camera's name. When a camera is zoomed in, single- or double-clicking the camera has no effect. You must zoom back out to a magnification factor of 1x before single- or double-clicking the camera will change the camera layout.

## Video and Data Mode, Video Only Mode, and Multicam

### About Video and Data Mode

Video and Data mode displays both the live cameras and the live data side-by-side. You can change which data stream to watch by clicking on either of the **Device** buttons above their corresponding displays. You can then select from the pop-up menu the data stream you wish to assign to that data stream display.

#### *How to Associate Video and Data*

You can associate video and data so that selecting a camera displays the associated data stream.

To associate a data stream with a camera:

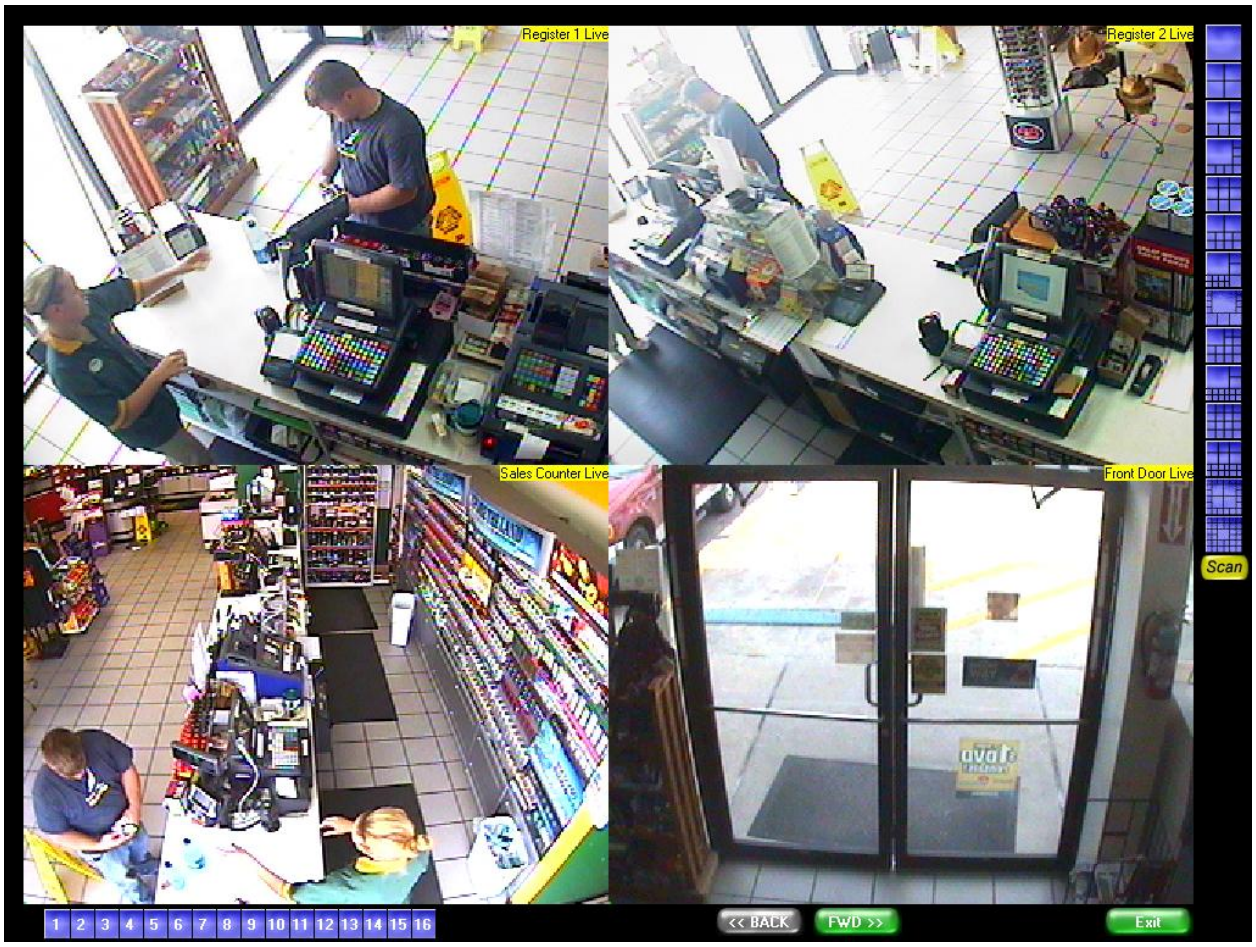
- Hover the mouse cursor over a camera and click the data icon that appears in the upper left corner of the camera.
- From the pop-up menu that appears, select the data device you wish to associate with the selected camera.

Do this for all cameras you wish to associate with a data stream. You can associate more than one camera with a data stream, but you can only associate one data stream with a camera.

When you click a camera, the data stream associated with that camera will appear in the data stream display that has the **Primary Data Stream** option selected.

## About Video Only Mode

Video Only mode does not show data, but rather offers a full-screen view of the cameras. To exit Video Only mode, click the **Exit** button at the bottom right of the screen.




## About Multicam

The Multicam option is only available if Storekeeper has been configured to read video and audio from GeoVision brand capture cards. If Multicam has been properly configured, this mode will display Multicam's live video screen and give you access to Multicam's menus. See How to Use GeoVision's Multicam for detailed instructions on this option.

# Review

## General Search

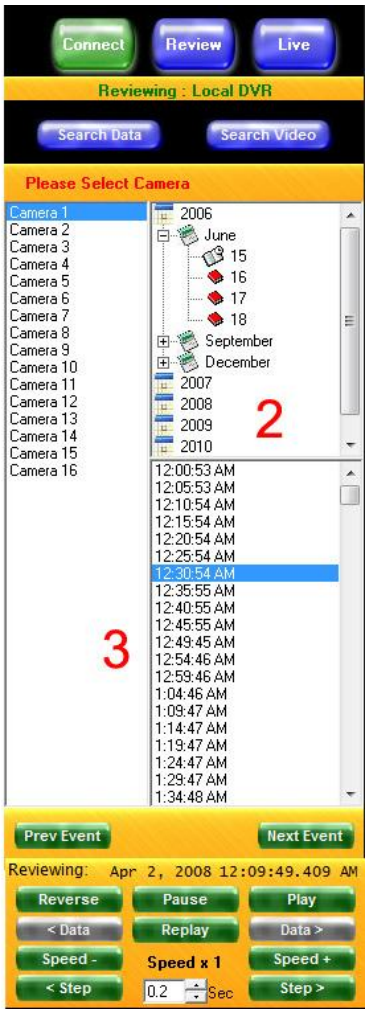
One of Storekeeper's most valuable tools is its ability to allow managers and other employees to review POS and video activity. This feature enables you to pinpoint significant events through sophisticated data- and video-mining techniques—all from a simple and intuitive user interface. Tracking suspicious activity, trending, and increased employee manageability and accountability are only a few of the advantages.

To review video, audio, and data, click the **Review** button in the upper left of the screen. You can search by video event, or you can search the register data.

### How to Search by Video Event

To search by video event:

1. Click the **Search Video** button
2. Highlight a camera from the camera list **(1)**.
    - This will bring up a calendar icon **(2)** displaying any year for which there is video as well as display the selected camera in the camera viewing area if it was not already visible.
3. Expand the year node and select the month and day you want to review.
4. A list of available video event start times will appear **(3)**. Double-click any video event start time to automatically begin playback from that time. Alternately, highlight the time you'd like to review and click the **Play** button on the bottom left hand side of the screen **(3)**. For more information on the playback controls, see Playback Controls.
5. Click the **Prev Event** and **Next Event** buttons to jump to the previous video event or the next video event respectively.




After you have made your selections, you will see the footage for the specific cameras, dates, and times that you have chosen.

## How to Search with Data

*You may need to login to a higher level account to access this feature.*

To review with data, click the **Search Data** button. Alternately, the **Review** buttons above the live data streams can be clicked to bring up the most recent data for instant review.

**Pull up a chronological list of a day's transactions:**

1. Select the day you wish to search.
2. Leave the **Criteria** box blank and simply click the **Search** button.
3. To search for a keyword, type the keyword in the Criteria box, and click the **Search** button or hit the Enter key.
    - Keywords are not case sensitive and do not need to be full words. Matching results will display in the results box with the corresponding receipt below it.

JOURNAL VIEW
RECEIPT VIEW FOR HIGHLIGHTED EVENT
Search Date: 1 / 1 /2007
Criteria marl
Search
Advanced
Go NP Journal-All Devices
Device
XList
3 T MARL UL LT BX CT 1 24 12:16:50 AM
3 T MARL UL LT BX CT 1 24 12:16:50 AM
3 T MARL UL LT BX CT 1 24 12:16:50 AM
3 T MARL BX PACK 1 2.7 12:17:37 AM
3 T MARL LT BX 2PK 1 5.5 12:50:58 AM
3 T MARL BLEND 27 2P 1 5 12:52:04 AM
3 T MARL LT BX PACK 1 2. 12:59:43 AM
3 T MARL LT BX PACK 1 2. 1:00:20 AM
3 T MARL LT BX PACK 1 2. 1:00:43 AM
3 T MARL BLEND 27 2P 1 5 1:10:52 AM
3 T MARL MNT LT BX P 1 2. 1:29:04 AM
3 T MARL UL LT MNT P 1 2. 1:35:26 AM
3 T MARL MNT BX PACK 1 1:40:44 AM
3 T MARL BLEND 27 2P 1 5 1:42:08 AM
3 T MARL BLEND 27 PA 1 2 1:45:47 AM
Prev Trans
Register 3
Next Trans
Start at Top of Receipt
Pre-Event Start: 0 Secs
T MARL UL LT BX CT 1 24.49
T MARL UL LT BX CT 1 24.49
T MARL UL LT BX CT 1 24.49
Tax 6.06
Total 79.53
CREDIT $ 79.53
XXXXXXXXXXX0727 E/VISA
STACY MOBLEY
Stn# 00200906 007
Inv# 0627129
Auth# 01524A
Tell us about
Reviewing: Jan 1, 2007 12:16:50.000 AM
Reverse
Pause
Play
< Data
Replay
Data >
Speed -
Speed x 1
Speed +
< Step
0.2
Sec
Step >

*If you are remotely reviewing a site, past day's data will only have to be downloaded once. Any search of today's data will require a fresh download every time to guarantee accurate search results, however.*

4. Use the scrollbar on the right of the search results to navigate up or down the search results. You can also use the mouse wheel to scroll up or down.
5. When a search result item is clicked, video, data and audio are synchronized to the time of the selected search result.
6. To view the associated video and listen to the associated audio, click the **Play** button on the bottom left-hand side of the screen or double-click the search result.

Click the **Prev Event** and **Next Event** buttons to jump to the previous or next search result.

The **Start at Top of Receipt** and **Pre-Event Start** options simplify the review process so that you do not have to play in reverse to get the full picture of the events surrounding a search result.

By selecting **Start at Top of Receipt**, the video, data and audio will be synchronized to the very beginning of the receipt associated with the selected search result.

If **Start at Top of Receipt** is unselected and there is a value greater than 0 in the **Pre-Event Start** box, the video, data and audio will be synchronized to a time that is that many seconds before the selected search result.

## How to Conduct an Advanced Data Search

*Advanced Search may not be available for all interfaces.*

The *Advanced Search* options assist in searching the daily database by restricting search parameters. For instance, you can restrict the parameters by only displaying transactions from a particular cashier, or the search can be restricted to display only tangible items in a transaction.

The *Advanced Search* options allow you to select only items that have a particular quantity or amount. You can further restrict a dollar amount search by choosing to only display items that have even dollars values (for example, $1.00 or $2.00 items would display, but items with cents would not display).

In both the **Simple Search** and the **Advanced Search**, Storekeeper uses the **Search Date** and the **Criteria** controls.

- To switch to *Advanced Search*, click the **Advanced** button.
- To switch back to the *Simple Search*, click the same button (now labeled **Simple**) again. This will reset all of the advanced search options. In the *Advanced Search* mode, several controls will display, allowing you to search by cashier, data type, and amount or quantity. Each of these options can be used in conjunction with each other.

The **Cashier#** control contains a list of all the employees for the current day. If a cashier works on any of the registers, their name or ID number will display in the list.

- To search transactions by a particular cashier, select the cashier from the list and click the **Search** button. Only transactions by the selected cashier will display.
- To search by all cashiers, select the blank option at the beginning of the list.

**Only interfaces that support cashier names or IDs will be able to use this feature.**

The **Type** control refers to the data type, or category, of the transaction. There are five possible data types:

| | |
|---|---|
| **Item** | Refers to all tangible items sold |
| **Fuel** | Refers to all tangible fuel sales |
| **Cash** | Refers to all tender items in a receipt (subtotal, total, tax, credit, cash, etc.) |

**System** Refers to internal messages or internal interfaces within Storekeeper (Real Time Monitoring, Remote Access Log Interface, Camera Status, etc.)

**Journal** Refers to the collection of journal entries from the interface; a catch-all for items that don't fall within one of the other four data types

*For a list of the data interfaces considered part of the System data type, click **Configuration**, select **System Configuration**, select the **Data Interface 1-12** tab, set **Data Source** for any device to* System*, set **Data Device** to* Local System*, and click the drop down arrow for the **Data Type**. The list of data types that display are the data interfaces considered part of the System data type.*

Searching by data type is useful if a search criteria result displays multiple types of data each containing the criteria.

To search by data type:

1. Select the type from the list.
2. Click the **Search** button.
3. To disable searching by type, select the blank option in the **Type** list.

Storekeeper also offers the ability to search for items that meet a certain dollar amount or quantity. For instance, you can choose to search all transactions over $100 dollars, or all transactions with negative dollar amounts.

To search by amount:

1. Select "Amount" from the drop-down box.

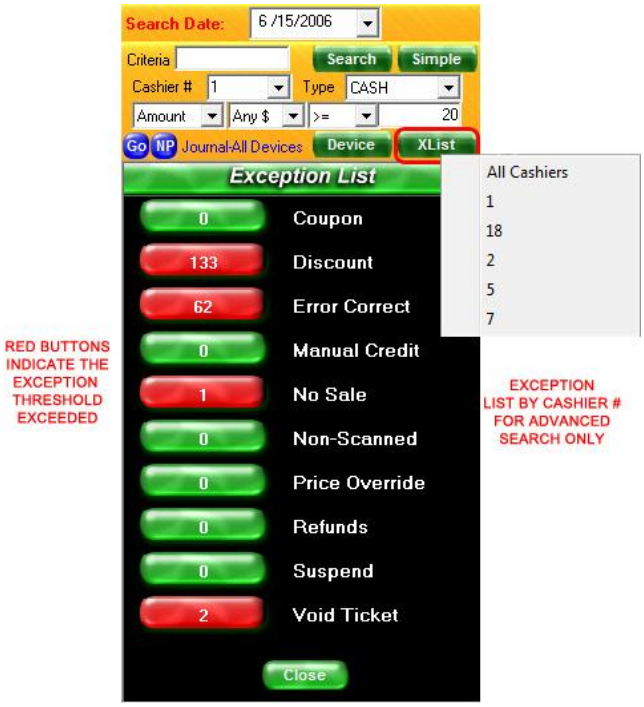
*In the next drop-down box, you can choose to search by any amount, or only even amounts (dollar values ending in ".00"). Even dollar amounts are often the result of manual entry.*

2. The next drop-down box contains the operators for the search.
3. The last box for this option is the value box. Type a positive or negative number in this box and click the **Search** button to display the result.

To search by quantity, select the "Quantity" option, the operator, and the search value. The "Even/Any" option is not necessary for the quantity search.

# Searching with the Exception List (X-List)

Storekeeper's X-List is a state-of-the-art data mining feature that enables managers to set up a list of flags that are triggered when suspicious activity occurs at the register. This allows for instant event tracking and review at the click of a button.




To review the X-List items for the given day, choose the **Review** button, click the **Search Data** button, enter the search date, and click the **X-List** button. The X-List will display a list of user-created flags (such as No Sales and Voids) along with the number of occurrences for the current day. Items with red buttons have exceeded the administrator-specified thresholds and are considered critical items.

To view any X-List item, click on its corresponding button to bring up the journal results. Click on any journal item to synchronize the video, audio and the receipt associated with the selected event.

## How to Configure the Exception List

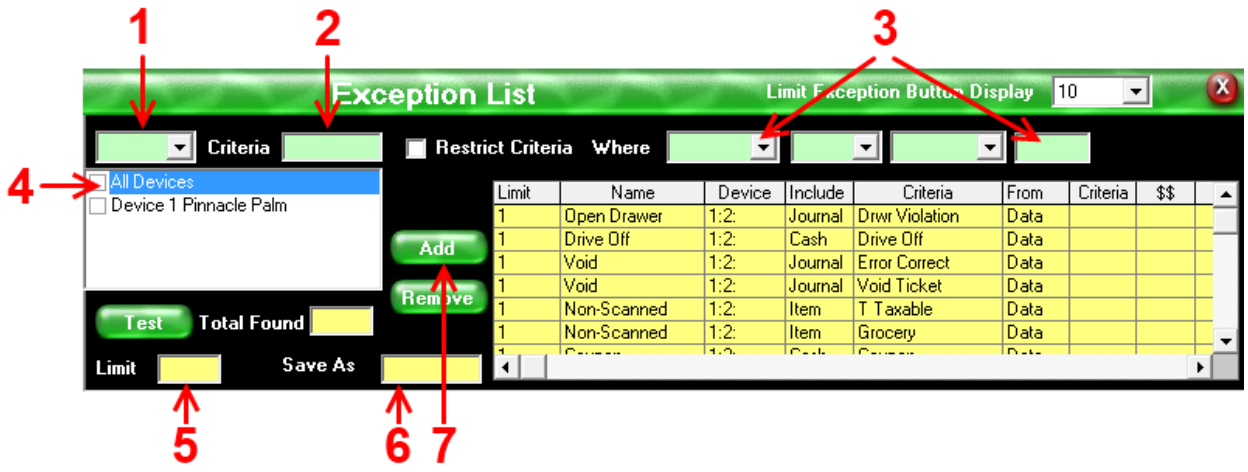
*You may need to login to a higher level account to access this feature.*

To configure the X-List, click on the **Exception List** button along the bottom of the application.

By default, Storekeeper displays ten exception list buttons on the X-List. You can scale the X-List window by selecting the number of the buttons to be displayed using the **Limit Exception Button Display** drop-down box.

## How to Add a Rule

The **Exception List wizard** is divided into several sections. The bar along the top is for setting up the actual exception rule.




*Take particular note of the **Test** button. This button will run your exception query against the current search day. It will then display the counted exceptions in the **Total Found** box. This feature is helpful in narrowing down an exception query before adding it to the list.*

**Step 1:** The first drop-down box is for setting the criteria category type. This step is optional.

**Step 2:** The **Criteria** box sets the search criteria used to find the X-List items. Type the criteria of the exception (e.g., type “Void Ticket” for all voided transactions) in this box. This text is not case sensitive.

- The "Restrict Criteria" Box can be used to limit how the criteria is compared to data. With the **Restricted Criteria** box checked, the criteria must be found at the beginning of the line. The data must match the criteria explicitly starting with the first character. If left unchecked, it will search the for the criteria anywhere within that line.

**Step 3:** Set the ***Where*** clause to restrict the results by quantity or amount, by even or any dollar amounts (only if the amount restriction is selected) and by various mathematical operators (e.g., “>” or “=”). The last option is a numeric value used to limit the search results.

**Step 4:** Select the Data Streams. The short list on the left displays all the current POS interfaces. This option is used to restrict a rule to one or several interfaces. Place a check mark on the interface to apply the rule to that interface, or choose “All Registers.”

**Step 5:** Set a threshold for the rule. The ***Limit*** option sets the maximum allowed threshold of the exception. The total number of events will trigger a change in the color of the rule’s X-List button when it has matched the set threshold. Zero is the default.

**Step 6:** Use the Save As option to set the group name for the rule. Exceptions can be grouped together by typing the same group name for multiple rules. This option is

useful if one exception has several different criteria (*i.e.*, Void Tickets and Error Corrects may be identified under the group known as Voids).

**Step 7:** Save the rule. Click the **Add** button to save the rule to the X-List.

### How to Edit a Rule

Once a rule has been created, only the *Limit* and *Name* fields can be modified. To change either of these options, select the appropriate field and retype the value over the current value.

### How to Remove a Rule

To remove a rule from the X-List, select the rule on the list and click the **Remove** button.

## Displaying Camera Options

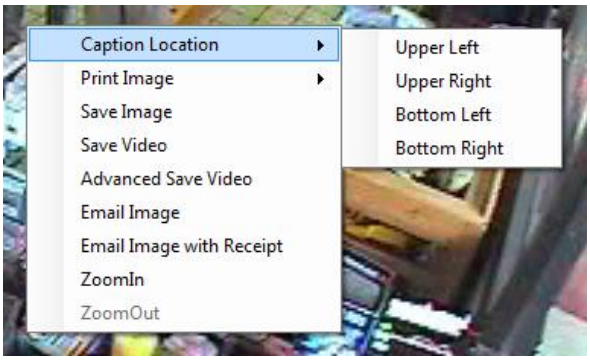
To display the camera options menu:

1. Right-click on a camera,
   (Or)
2. Left-click the camera tag, or hover the mouse over the bottom one inch of a camera until the camera details panel appears, and then click the menu button.

For the details panel to appear, the camera must be no less than one quarter of the viewing area's size.

#### *How to Change the Caption Location*

You can change the location of the camera tag. This can be especially helpful if the camera tag is obscuring something of interest during review.




#### *How to Email an Image*

Selecting the **Email Image** or the **Email Image with Receipt** options will bring up the email screen, which allows you to send the current image or the current image together with the current receipt as an email attachment. For more information about the Storekeeper Email screen, see How to Send Emails.

#### *How to Print an Image*

Selecting the **Print Image** option lets you choose between printing a **Half Page**, **Full Page**, **High and Low Resolution**, or **With Receipt Data**. A half page prints the exact same image as a full page except that it is smaller to help conserve ink. The High and Low Resolution option will print two images, one half the resolution of the other. This lets you choose which printed image actually appears more clearly. Occasionally, this can be the lower resolution image.

Printing "**With Receipt Data**" will print the currently visible receipt with the image. In this case a dialog will open to allow you to select an available printer.

***How to Save an Image***

Clicking this option will cause a dialog box to appear that allows you to select where to save the image. After naming the image and selecting the preferred image format, click the **Save** button.

*To save the image to any folder other than "My Documents," you may have to login to a higher level account.*

***How to Save a Video File***

Clicking the **Save** Video option will let you save the current video file to another folder or disk. To know the start and end time of the clip you are saving, display the **details panel** by hovering the mouse over the bottom quarter of the camera. The start time of the current video file will display on the left, and the end time will display on the right. A dialog box will appear that allows you to select where to save the current video. After naming the video, click the **Save** button.

Clicking the **Advanced Save Video** option will let you save a video with the date and time displayed on top of the video. A dialog box appears with options on how to display the date and time of the video as well as to select where to save the video. After setting the date and time options and naming the video, click the **Save** button.

*To use the **Advanced Save Video** option, you may have to login to a higher level account.*

***How to Magnify an Image***

You can zoom in or out of any part of the video. This can be especially useful when reviewing megapixel IP cameras, which cannot display their full detail within the camera viewing area.

1. Right-click a point on the camera you wish to zoom in on.
2. Select **Zoom In**. When you wish to zoom out, right-click the camera and select **Zoom Out**.

You can also use the **plus (+)** and **minus (-)** buttons on the details panel, which appears in the bottom one inch of the video when you hover the mouse over it. You can also use the surrounding arrow buttons to navigate around a zoomed camera.

Additionally, you can roll the mouse wheel up or down on the camera to zoom in or out of the camera. When you are zoomed into the camera, you can click and hold the left mouse button down and drag the mouse to navigate around the image.

The zoom factor of the camera will be displayed in the camera's tag.

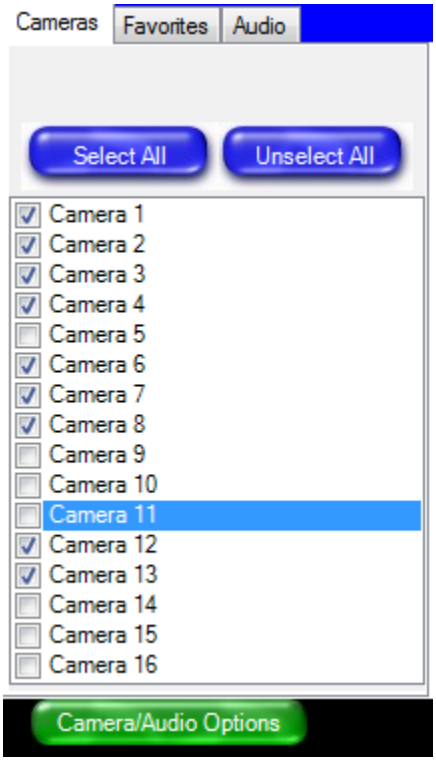
# About the Camera Viewing Area

Each camera has a tag that states the camera's name and the time of the current frame. If the camera has been magnified, the tag will also include the zoom factor (2x, 4x, etc).

If you are remotely reviewing a site, the **Refresh**, **Clear Cache**, and network activity indicator may be visible.

- The **Refresh** button will stop any current downloads and then re-download the current video and audio.
- The **Clear Cache** button will delete all cached video, data and audio. You can use either or both of these buttons to help resolve problems with reviewing a remote site.
- The network activity indicator will appear whenever anything is being downloaded from a remote site.

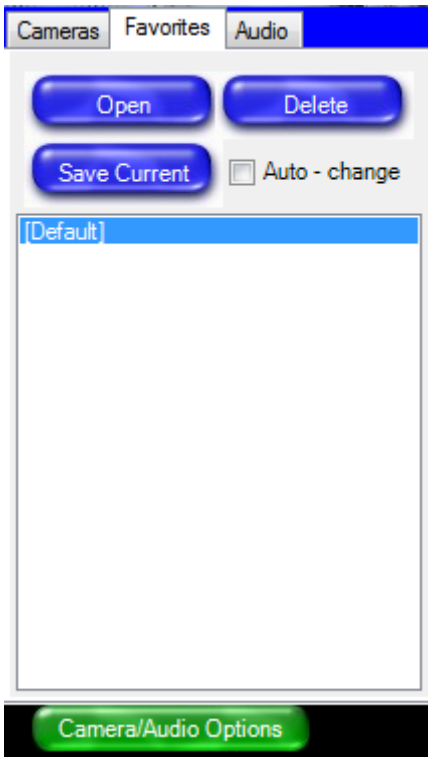
## How to Select Cameras to View




1. Click the **Camera/Audio Options** button.
2. Click the **Cameras** tab if it is not visible already.
3. Check the cameras you wish to view.

*If you are reviewing a remote site, the maximum number of cameras you can view at a time is set to four by default. See How to Configure Remote Review Settings to change the maximum number of viewable remote cameras.*

***How to Configure Favorites and Default Cameras***




Storekeeper allows you to logically group cameras. These camera groups are called “favorites”.

To create a favorite:

1. Check only those cameras you want to group together from the **Cameras** tab (click **Camera/Audio Options** if the menu is not visible).
2. Click the **Favorites** tab.
3. Click **Save Current**.
4. Supply a name for the favorite when prompted.

*If you name the group **[Default]**, then this favorite will always load by default whenever you connect to this remote site or when Storekeeper starts up on your local system.*

When reviewing data from a register, you may be asked if you wish to associate this favorite with that data source. This can be helpful when you wish to automatically switch between camera groups depending on the information you are viewing. For example, you could group a few cameras as “Register 1 Cameras” and another group as “Register 2 Cameras”. By associating these groups with the data sources “Register 1” and “Register 2,” respectively, you can automatically switch between those cameras when you switch between search results from either data source. This can be especially helpful when reviewing the X-List.

To allow favorites to automatically load depending on the data source being reviewed:

1. Check the **Auto-change** box in the **Favorites** tab.
2. To load up the cameras associated with a favorite, select the favorite from the list and click the **Open** button.
3. To remove a favorite from the list, select the favorite and click the **Delete** button.

# Using Playback Controls

Storekeeper's video controls are intuitive and simple to use, allowing for easy review and playback.

**Play** Synchronize and play through all data and viewable cameras. Selected audio channels will also play if you are playing at 1x speed.

**Reverse** Synchronize and play through all data and viewable cameras in reverse.

**Pause** Stop playback.

**Replay** Restart playback from the beginning of the last selected search result (See How to Search with Data) or video event (See How to Search by Video Event).

**Speed (-)** Decrease the video playback speed.

**Speed (+)** Increase the video playback speed.

**< Step** Step back the amount of time indicated in the adjustable **Sec** threshold box (in seconds) and synchronize all data and viewable cameras to this time.

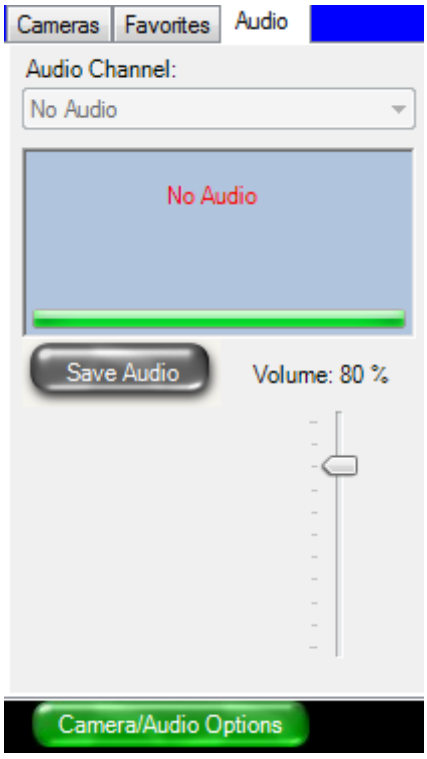
**Step >** Step forward the amount of time indicated in the adjustable **Sec** threshold box (in seconds) and synchronize all data and viewable cameras to this time.

**< Data** Move the register display back one line. The time will be adjusted to the time of the previous receipt line, and the viewable cameras will be synchronized to this time.

**Data >** Advance the register display forward one line. The time will be adjusted to the time of the next receipt line, and the viewable cameras will be synchronized to this time.

*You can roll the mouse wheel up or down on the receipt display or use the **< Data** and **Data >** buttons to navigate up or down the receipt. You can roll the mouse wheel up or down on the **Play**, **Reverse**, **< Step** or **Step >** buttons to step forward or backwards the amount of time indicated in the adjustable **Sec** threshold box. Additionally, you can roll the mouse wheel up or down on the **Sec** threshold box or the **Speed –** and **Speed +** buttons to adjust their respective values.*

# Audio Channels




1. Click the **Camera/Audio Options** button.
2. Click the **Audio** tab if it is not visible already.
    - Here you can select the audio channel you wish to hear during playback (if audio is available). If you are not connected to a remote DVR, Audio Channel 1 will be selected by default. No Audio will be selected by default if you are connected to a remote DVR.
3. Choose **No Audio** if you do not want to download or playback audio. Audio will not play unless you are playing forward at 1x speed.

You can adjust the review audio volume with the volume bar on the Audio tab.

If you are remotely reviewing a site, the progress bar on this tab will indicate how much audio has been buffered. Audio will not begin downloading until the **Play** button has been pressed.

*To save the current audio clip, click the **Save Audio** button, browse to a location to save the file, name the file, and click **Save**.*

*If you want to save the file to any folder other than "My Documents," you may need to login with a higher level account.*

# Backing up Video, Audio, and Data

*You may need to login to a higher level account to access this feature.*

Storekeeper provides a backup utility to backup video and data for later review. To create a backup, click the **Copy Video** button on the tool bar on the bottom of the screen.

### Step One – Establish Backup Destination

1. Select the location where you'd like to save the backup.
    - You can check the **Show Hard Drives** checkbox to display all fixed drives or the **Show Network Drives** checkbox to display all mapped network drives. By default, only the removable drives (CD, DVD, and USB) will appear. See How to Configure the Backup Drive List to change this default or to prevent some drives from appearing in the list.
2. If you have recently inserted a disk into the DVR or done something to change the size or status of the backup drive, click the **Refresh** button below the drive.
3. Click the plus sign (+) to the left of a drive to display any existing folders on that drive.
4. If you wish to copy your backup to a folder, select it. Or, select the drive itself to copy the backup to the root folder of that drive.
5. After checking the destination drive or folder you wish to backup to, verify that there is enough available space (more than 0 MB).

6. If you would like the backup to be written to a new folder in the destination drive or folder you selected, enter a name into **New Location**. You can then type in a **Backup Name** or leave the default (NewBackup). We recommend typing something descriptive. Once you are done, click the **Next Step** button. You will be prompted to correct the file name if it is not a valid format (i.e., if it includes the following invalid characters ?&#$<>/:, etc.)

### Step Two – Determine Time Frame of Backup

1. Select the time frame of video, data or audio you'd like to back up. By default, the time will already be set to the start and end of the current day you are reviewing. You can quickly set the time to a smaller period of time by clicking the **Quick Select** button and selecting the duration of time you would like to backup. This will set the **Start Time** and **Stop Time** to the selected duration surrounding the time displayed above the playback controls. (For example, if you select 30 minutes, the **Start Time** will be set to 15 minutes prior to the time displayed above the playback controls and the **Stop Time** will be set to 15 minutes after the time displayed above the playback controls.)
2. Check the items you would like to backup for that time range.
3. Click **Add**. Note that the entire day's worth of data is backed up—not a fraction of it.
4. To add screen shots or other files to the backup:
    a. Click the **Browse** button.
    b. Browse to the files you want to add.
    c. Click **Open**.
5. Each backup disk can contain a Storekeeper installer to enable easy review for law enforcement or others. To include the Storekeeper installer, check **Playback tools**.
6. To remove items from the backup:
    a. Click an item you wish to remove from the tree view above the Cache Space indicator.
    b. Click **Remove**.
7. You may click **Clear** to start this step over and remove all items from the backup.
8. Once you have selected everything you want to backup, click **Next Step**.

### Step Three – Create the Backup

- Click the **Start** button to start the backup, or **Done** to exit.
- If the backup has started and you wish to cancel it, click **Cancel**.

*If you are backing up to an optical disk (CD, DVD, etc.), the disk drive will pop open automatically when the backup completes.*

*If you are performing a remote backup, only those files that had not previously downloaded will have to be downloaded (unless the cache size was exceeded. See [How to Configure Remote Review Settings] to set the cache size).*

- The Backup is complete when the **Start** and **Cancel** buttons are gray and the **Done** button is green.
- If there was an error during the backup process, click **Start** to try again.

## How to Configure the Backup Drive List

*You may need to login to a higher level account to access this feature.*

To set which drives are visible by default or inaccessible in the backup drive list:

1. Click the **Configuration** button at the bottom of the Storekeeper screen.
2. Select **System Configuration**.
3. Click on the tab for **System Settings**. The backup drive list options will be at the bottom right of the screen.
4. Select the drives you wish to make viewable for backups by default.
5. To prevent a drive from being listed in the backup drive list, include its drive letter in the **Hide Drives** box. For instance, entering “C,Q,F,R” would prevent any drive C, any drive F, any drive Q and any drive R from appearing in the backup drive list. Use this feature to prevent users from storing backups on drives that should have limited access or do not have sufficient space to store backups.
6. Click **OK** to save the changes and exit the Configuration screen.

To prevent a specific user from accessing particular types of drives:

1. Click the **Configuration** button at the bottom of the Storekeeper screen.
2. Select **System Configuration**.
3. Click on the tab for **Security**.
4. Select the user you wish to restrict from the User List in the upper left corner. You can only restrict User and Power User accounts.
5. Select the **Security and Configuration** tab below if it is not already selected.
6. Check the drive types you wish to hide from the user from the **Forbid Backup Drives** list.
7. Click **Apply**.
8. If you wish to restrict drives for another user, repeat the process starting from step 4.
9. Click **OK** to save changes and exit the Configuration screen.

# Review Audit

The review audit records a history of which items have been reviewed. Review Audit reports can be generated to maintain accountability that the X-List is being used properly and reviewed on a consistent basis. It also offers a simple way to document what has occurred at the location, and is an ideal method of bookmarking potential problems.

There are five possible settings for each item that will be reviewed:

**Clear** Item has either not been reviewed or no decision has been made about the event.

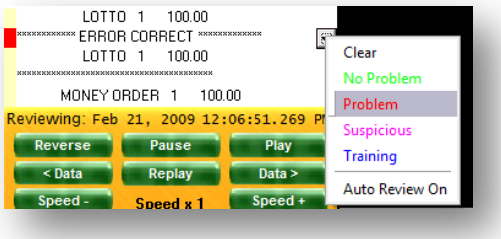
**No problem** No problem was found for this exception.

**Problem** A problem was found for this exception.

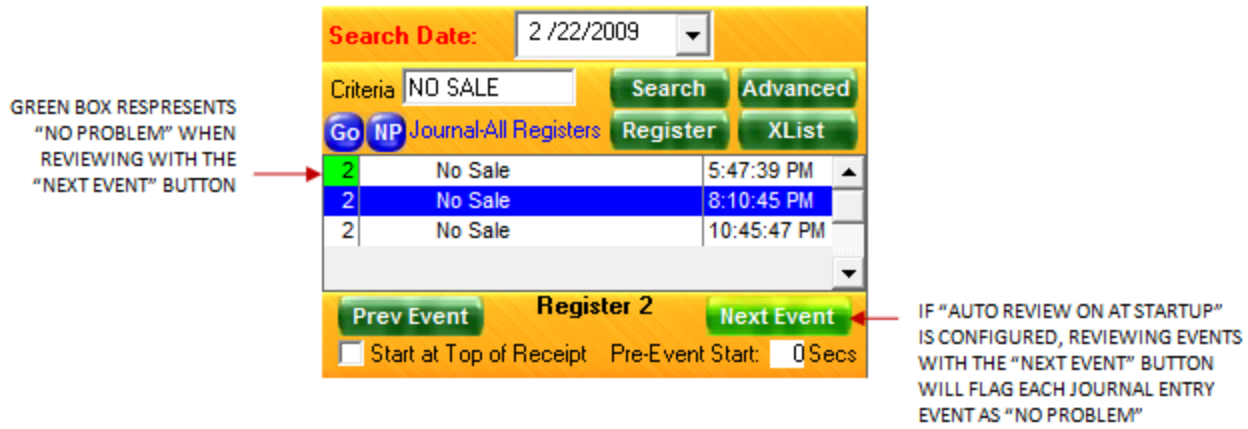
**Suspicious** Should be reviewed by someone with administrative or managerial experience.

**Training** Exception was caused by an incorrect use of the system; training is recommend to avoid this exception in the future.

When reviewing data in the register window, you can flag an item by clicking on the line item. A drop-down arrow will display next to it. Click the drop-down arrow and then click the flag that you want to assign to this line item. The line item then changes to the highlight color defined by the selected menu item.




*You can turn highlighting on and off in the Review Audit Configuration.*




## Quick Review

Click the **Quick Review Rule** button immediately to the right of the **GO** button to automatically search for a flagged item. The initials on the button will change to a shortened version of your search (example: NN = Next **No Problem**, NP=Next **Problem**, and PS = Previous **Suspicious**).

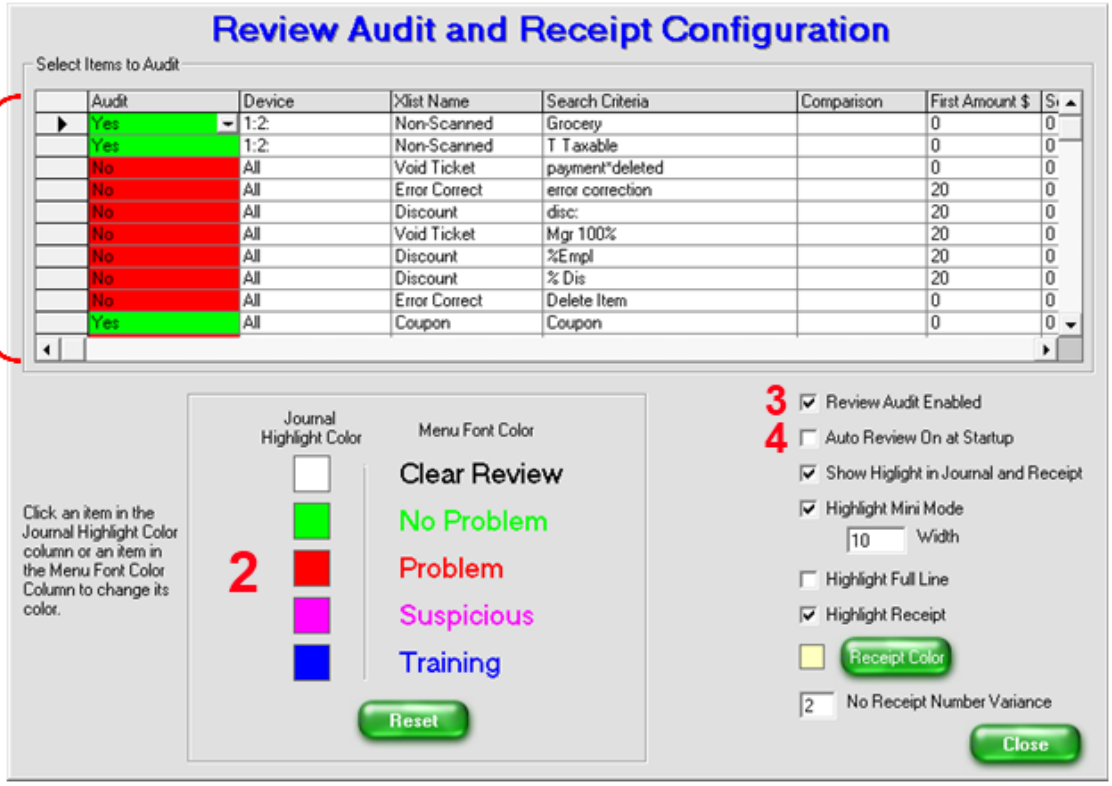
Click **GO** to repeat the search defined by the **Quick Review Rule** button (example: If the **Quick Review Rule** button displays NP, click the **GO** button repeatedly to jump to the next several items flagged as **Problems**).

## How to Configure Review Audit

*You may need to login to a higher level account to access this feature.*

To configure how Review Auditing appears and behaves, click on the **Configuration** button at the bottom right corner of the screen and select the **Review Audit Configuration** option.

To configure how a particular item from your X-List is audited, select it from the table of Exception items. To add or modify items in the X-List, refer to How To Configure the X- List.

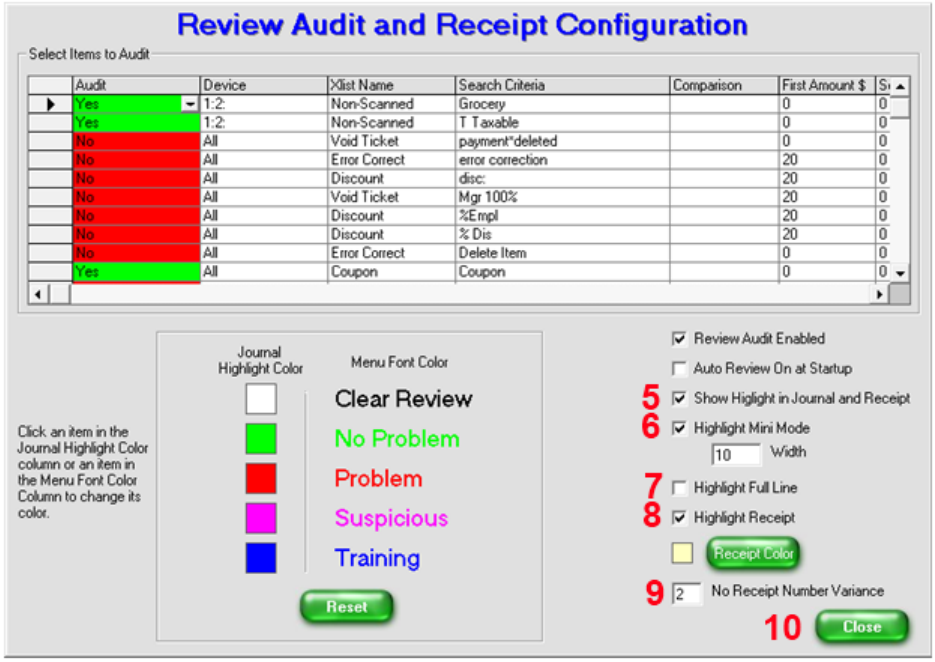



(1) You can change the Audit field for any item in the X-List to read either **Yes** or **No**. **Yes** means the item will appear on the audit report, whereas **No** means the item will not appear on the audit report.

(2) You can change the **Highlight Color** and the menu **Status** color. Click the appropriate button to bring up the color dialog box. There you can select from standard colors or, click **Define Custom Color** to specify the color of your choice. We recommend lighter colors. Click **OK** when you are finished.

(3) The Review Audit feature's functionality can be turned on or off by checking or un-checking the **Review Audit Enabled** option.

(4) By checking **Auto Review On at Startup**, currently selected items will automatically be flagged as **No Problem** when the **Play**, **Reverse**, **Next Event** or **Previous Event** buttons are pressed.


Review Audit and Receipt Configuration
Select Items to Audit
Audit
Device
Xlist Name
Search Criteria
Comparison
First Amount $
Yes 1:2: Non-Scanned Grocery 0 0
Yes 1:2: Non-Scanned T Taxable 0 0
No All Void Ticket payment*deleted 0 0
No All Error Correct error correction 20 0
No All Discount disc: 20 0
No All Void Ticket Mgr 100% 20 0
No All Discount %Empl 20 0
No All Discount % Dis 20 0
No All Error Correct Delete Item 0 0
Yes All Coupon Coupon 0 0
Journal Highlight Color
Menu Font Color
Clear Review
No Problem
Problem
Suspicious
Training
Reset
Click an item in the Journal Highlight Color column or an item in the Menu Font Color Column to change its color.
Review Audit Enabled
Auto Review On at Startup
5 Show Highlight in Journal and Receipt
6 Highlight Mini Mode
10 Width
7 Highlight Full Line
8 Highlight Receipt
Receipt Color
9 2 No Receipt Number Variance
10 Close

(5) Checking **Show Highlight in Journal and Receipt** allows for visual confirmation of items that are reviewed. Items can still be monitored for whether they have been reviewed or not, even if this is unchecked.

(6) Checking **Highlight Mini Mode** will cause the journal to display a small, colored highlight to the left of the exception item, as opposed to highlighting the entire line. You can set the width of the highlight by entering a value from 1 to 20 into the text box.

(7) Checking **Highlight Full Line** will highlight the full transaction and not just a small area to the left of the exception item.

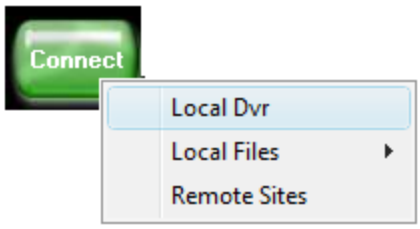
(8) Checking **Highlight Receipt** will highlight the full transaction for the item selected from the search results. This provides a visual way to match up the item selected from the search results in the receipt window and the full transaction with which it is associated. You can change the receipt highlight color to suit your preference. Click the **Receipt Color** button to bring up the color dialog box. Then, select a color from the list of standard colors, or click **Define Custom Color** to specify the color of your choice. Click **OK** when you are finished.

(9) Some search results may not appear to be associated with any particular transaction. In these instances, setting **No Receipt Number Variance** will cause Storekeeper to highlight all data items captured within (plus or minus) the number of seconds specified.

(10) When you are finished, click **Close,** and you will be prompted to save your changes.

# Connect

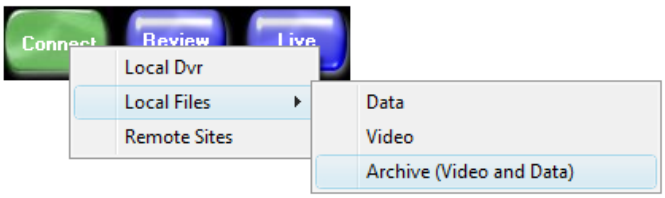
## How to Connect to the Local DVR




To connect to the video, audio and data on the local DVR, click the **Connect** button and choose the **Local DVR** option. The Local DVR can be configured to capture video, audio and data from a variety of sources. See How to Connect to Video Capture Software and How to Configure Data Capture for instructions on how to set up Storekeeper to display these sources.

Licensed systems with POS integration can display video, audio and data in real time, giving you an accurate representation of events as they are currently happening. Or Storekeeper can display a snapshot in time of events captured for reviewing. For more information on reviewing video, audio and data, see Review.

## How to Open a Backup




To connect to a backup:

1. Click the **Connect** button.
2. Choose **Local Files**.
3. Select **Archive (Video and Data)**.
4. Browse to the backup file.
5. Click **Open**.
6. You may then review the backup as you would any video and data. For more information on reviewing video and data, see How to Review Video and Data.

## How to Open a Data File

To open a data file:

1. Click the **Connect** button.
2. Choose **Local Files**.
3. Select **Data**.
4. Browse to the data file you wish to view.
5. Click **Open**. For more information on reviewing the data, see Review.

## How to Open a Video File

To view all of the video files in a folder:

1. Click the **Connect** button.
2. Choose **Local Files**.
3. Select **Video**.
4. Browse to a video file you wish to view.
5. Click **Open**. For more information on reviewing the video, see Review.

## How to Connect to a Remote DVR

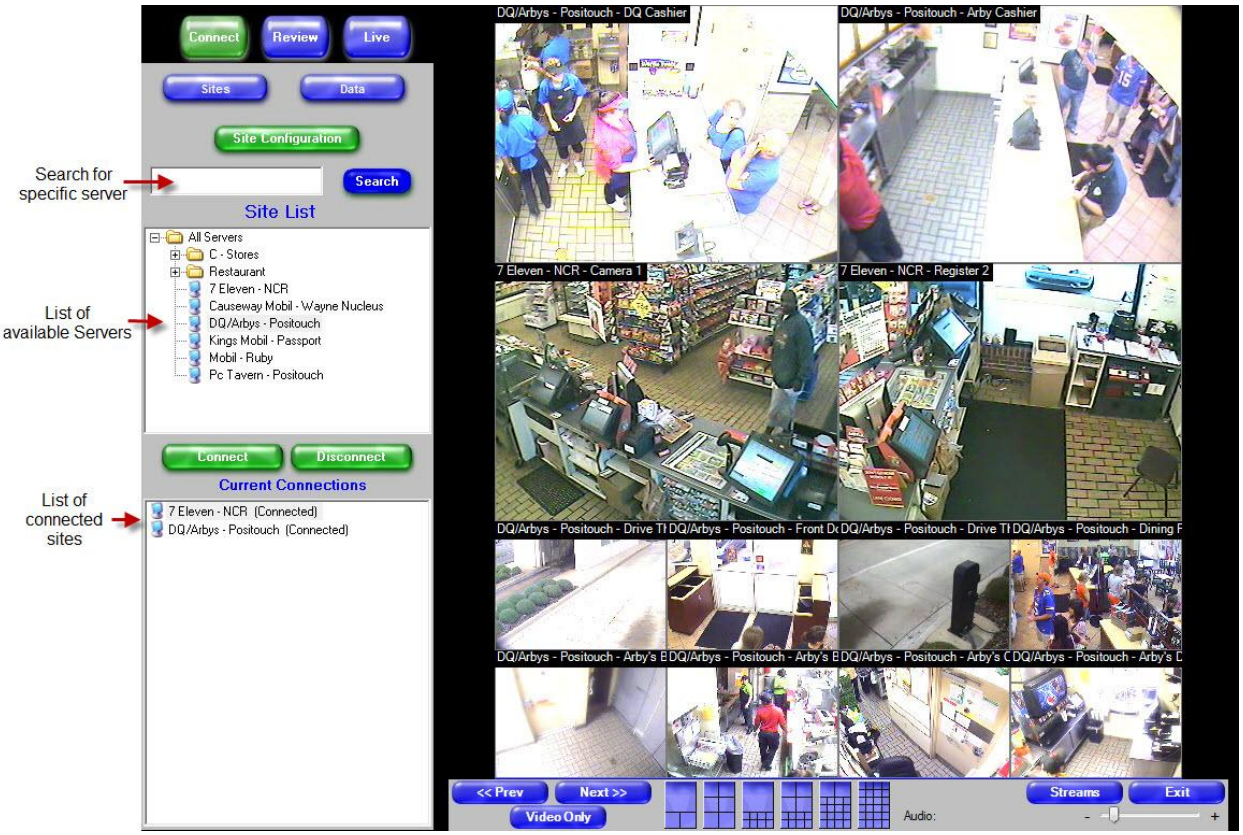
You can use Storekeeper to remotely view other Gulfcoast DVRs' video, data and audio. A given remote DVR must be configured to allow remote connections for this feature to work. Additionally, a network connection is required at both the viewing location and any remote sites.

For more information on how to connect to a remote site, please see Connecting to a Remote DVR.

# Remote

## Connecting to a Remote DVR

*You may need to login to a higher level account to access this feature.*




You can use Storekeeper to remotely view other sites configured to allow remote connections. A network connection is required at both the viewing location and any remote sites. A list of remote sites can be created by entering the appropriate information into the Remote DVR Configuration page. See How to Configure the Address of a Remote DVR for more information on adding to or modifying the Site List.

To navigate to the remote Site List:

1. Click the **Connect** button at the top left of the screen.
2. Select **Remote Sites**.
3. If the Site List is not immediately visible, click the **Sites** button.
    - The Site List will contain the sites available for remote viewing.

4. To connect to a remote site, highlight the site in the Site List and click the **Connect** button.
5. To disconnect from a site, highlight it under the Current Connections List and click the **Disconnect** button.

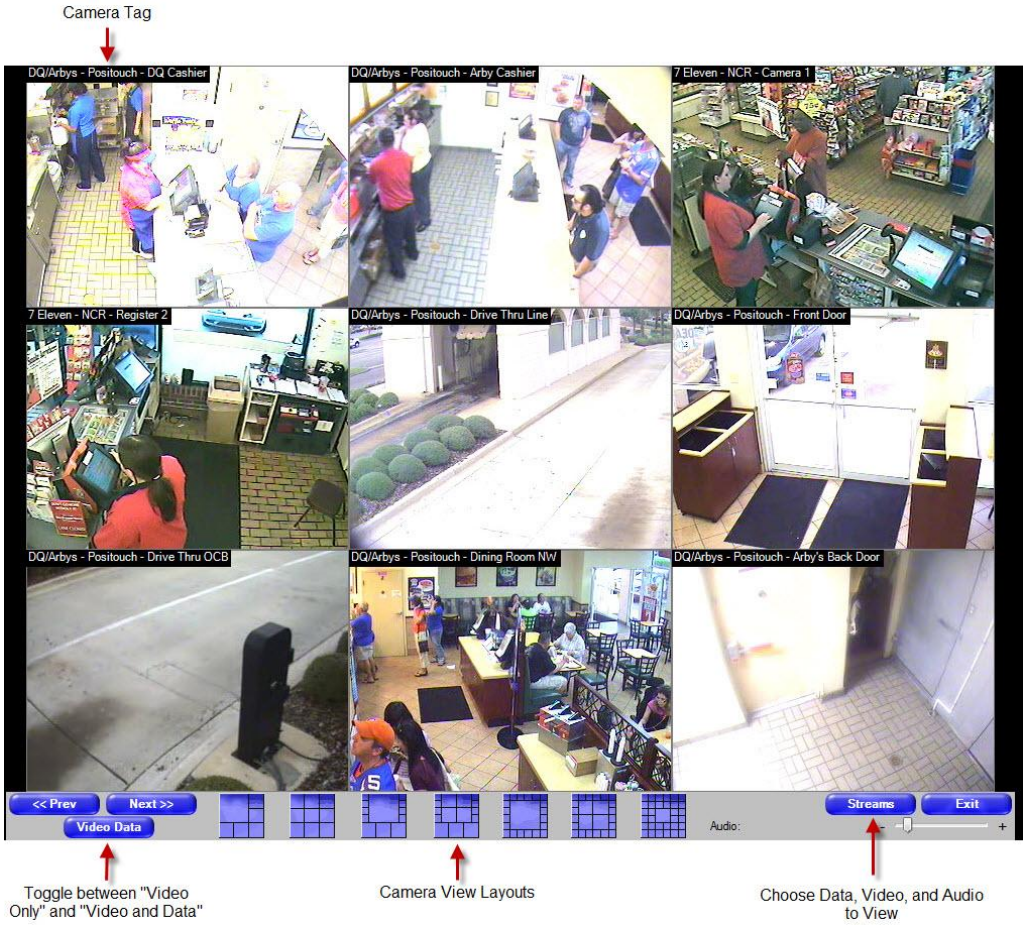
Storekeeper supports a searchable Site List, enabling administrators to quickly and easily find a site or group that matches a specified search string. To search for a site, type the search criteria into the **Search** box, and hit the **Enter** key or click the **Search** button. All matching sites will be displayed.

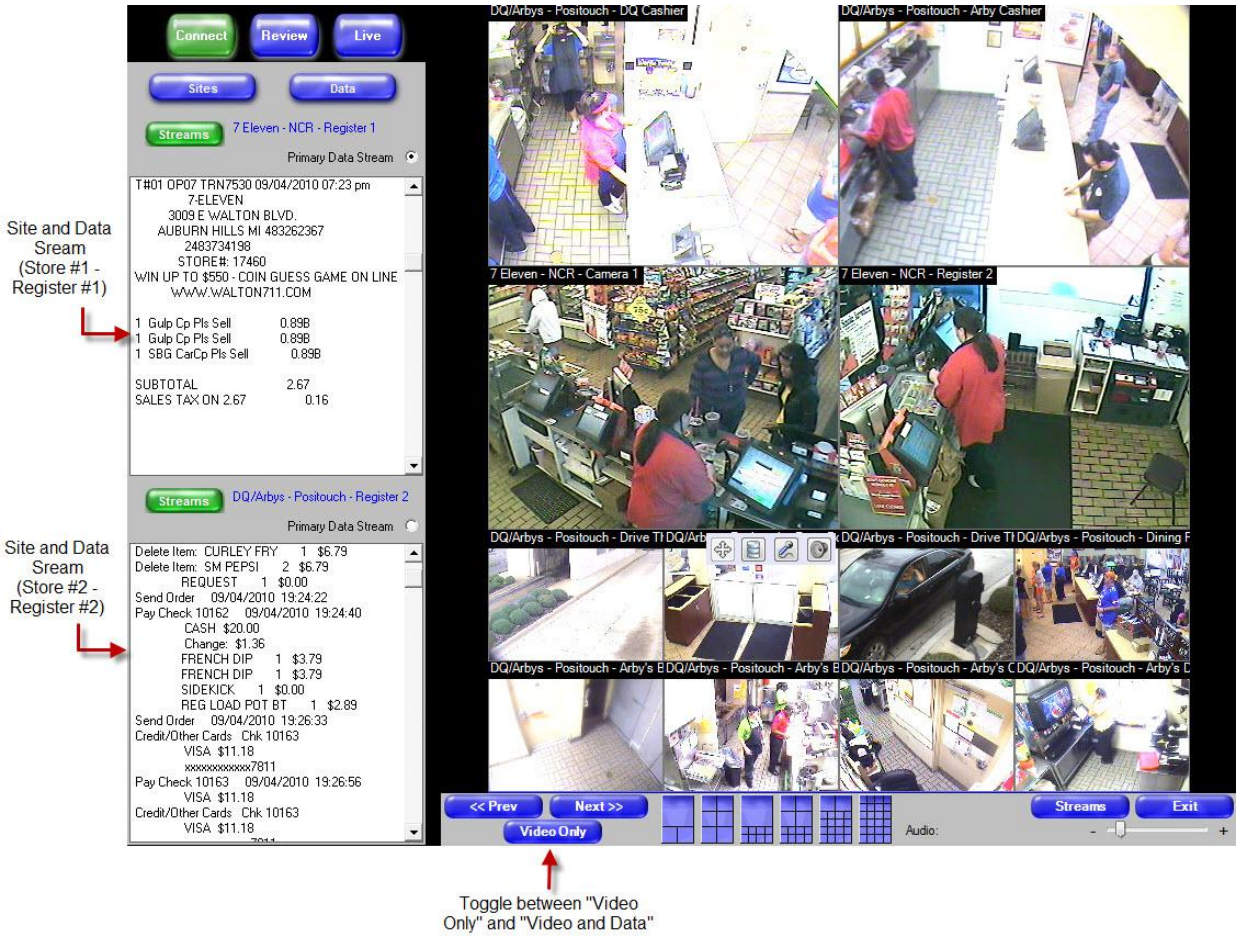
Once Storekeeper has successfully connected to a site, you can view the video and data and hear audio all in real time, or you can review past events.

To review a site:

1. Click on the **Review** button in the upper left corner of the screen.
2. Click on the name of the site you wish to review. See Review for more information on how to review video, data, and audio.
3. You can return from review to viewing live video and data and hearing live audio by clicking on the **Live** button in the upper left corner of the screen.

## About the Remote Live Camera Viewing Area


Camera Tag
DQ/Arbys - Positouch - DQ Cashier
DQ/Arbys - Positouch - Arby Cashier
7 Eleven - NCR - Camera 1
7 Eleven - NCR - Register 2
DQ/Arbys - Positouch - Drive Thru Line
DQ/Arbys - Positouch - Front Door
DQ/Arbys - Positouch - Drive Thru OCB
DQ/Arbys - Positouch - Dining Room NW
DQ/Arbys - Positouch - Arby's Back Door
<< Prev
Next >>
Video Data
Audio:
Streams
Exit
Toggle between "Video Only" and "Video and Data"
Camera View Layouts
Choose Data, Video, and Audio to View

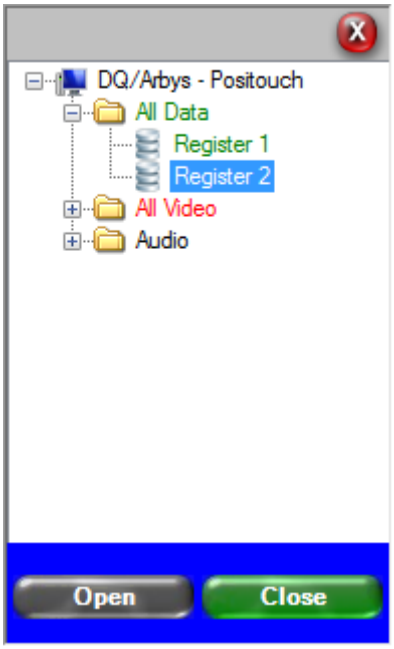

Connect
Review
Live
Sites
Data
Streams
7 Eleven - NCR - Register 1
Primary Data Stream
Site and Data Sream (Store #1 - Register #1)
T#01 OP07 TRN7530 09/04/2010 07:23 pm
7-ELEVEN
3009 E WALTON BLVD.
AUBURN HILLS MI 483262367
2483734198
STORE#: 17460
WIN UP TO $550 - COIN GUESS GAME ON LINE
WWW.WALTON711.COM
1 Gulp Cp Pls Sell 0.89B
1 Gulp Cp Pls Sell 0.89B
1 SBG CarCp Pls Sell 0.89B
SUBTOTAL 2.67
SALES TAX ON 2.67 0.16
Streams
DQ/Arbys - Positouch - Register 2
Primary Data Stream
Site and Data Sream (Store #2 - Register #2)
Delete Item: CURLEY FRY 1 $6.79
Delete Item: SM PEPSI 2 $6.79
REQUEST 1 $0.00
Send Order 09/04/2010 19:24:22
Pay Check 10162 09/04/2010 19:24:40
CASH $20.00
Change: $1.36
FRENCH DIP 1 $3.79
FRENCH DIP 1 $3.79
SIDEKICK 1 $0.00
REG LOAD POT BT 1 $2.89
Send Order 09/04/2010 19:26:33
Credit/Other Cards Chk 10163
VISA $11.18
xxxxxxxxxxx7811
Pay Check 10163 09/04/2010 19:26:56
VISA $11.18
Credit/Other Cards Chk 10163
VISA $11.18
DQ/Arbys - Positouch - DQ Cashier
DQ/Arbys - Positouch - Arby Cashier
7 Eleven - NCR - Camera 1
7 Eleven - NCR - Register 2
DQ/Arbys - Positouch - Drive TI
DQ/Arbys - Positouch - Drive TI
DQ/Arbys - Positouch - Dining F
DQ/Arbys - Positouch - Arby's B
DQ/Arbys - Positouch - Arby's B
DQ/Arbys - Positouch - Arby's C
DQ/Arbys - Positouch - Arby's D
<< Prev
Next >>
Video Only
Audio:
Streams
Exit
Toggle between "Video Only" and "Video and Data"

The purpose of the Remote Live screen is to display the camera and register views as they record in real time. In Remote mode, the Remote Live viewing area is on the right-hand side of the screen and includes the camera views, camera layout buttons, **Next Page** and **Previous Page** buttons, **Video Only** and **Video & Data**, **Streams List**, and **Exit** buttons, as well as an audio volume control. In each camera view there is a *camera tag* identifying the name of the camera and the site with which it is associated.

When you click the **Video Only** button, the camera viewing area expands to take up the entire screen, hiding the live data streams. When you click the **Video & Data** button, the live data streams reappear and the video streams contract to take up only the right-hand portion of the screen.

## How to View Remote Data Streams

To view a data stream of a remote connected site:



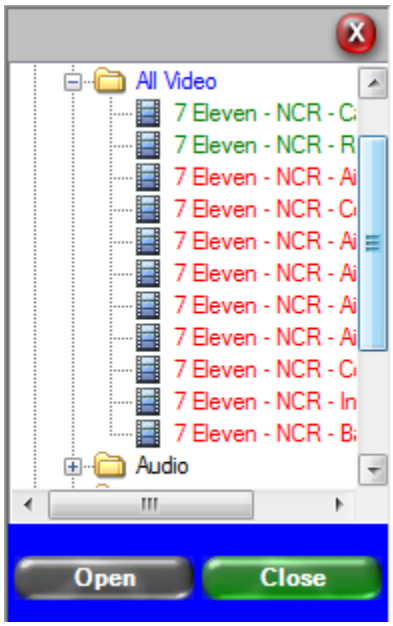

1. Click **Data** in the upper left corner of the screen (if the Site List is still visible).
2. To change either of the data streams, click the **Sites** button above the data stream display and select the site whose data you want to see.
3. Then click the **Streams** button below the **Sites** button and select the data stream you want to see.

By default, all data streams are available for live viewing when you connect to a site. If you want to close a stream:

1. Click on the **Streams List** button on the bottom right corner of the screen.
2. Expand the site whose data stream you wish to close.
3. Expand the **Data** node.
4. Select the stream you wish to close or click **All Data** and click **Close**.
5. The **Hide** button on the Streams List will hide the Streams List.

## How to View Remote Video Streams

To view a camera of a connected site:


All Video
7 Eleven - NCR - C
7 Eleven - NCR - R
7 Eleven - NCR - Ai
7 Eleven - NCR - C
7 Eleven - NCR - Ai
7 Eleven - NCR - Ai
7 Eleven - NCR - Ai
7 Eleven - NCR - Ai
7 Eleven - NCR - C
7 Eleven - NCR - In
7 Eleven - NCR - B
Audio
Open
Close

1. Click the **Streams List** button on the bottom right corner of the screen.
2. This presents you with a tree display of all available video, data and audio streams, as well as favorites for any connected site.
3. To open a particular video stream, expand the connected site.
4. Expand the **All Video** node.
5. Select the video stream you want to view.
6. Click the **Open** button.
7. To close a particular stream, highlight it in the Streams List and click the **Close** button.
8. Click the **Streams** button or the **X** button in the upper right corner on the Streams List to hide the Streams List.

*You can right-click the **All Video** node and select **Open** to view all available cameras. You can also right-click individual cameras and click **Open** or **Close** to display or hide specific cameras.*

The **camera layout buttons** are blue and are located below the camera viewing area. Each layout button presents a generic visual representation of the camera layout it will display when clicked.

***How to Swap Cameras***

With the exception of the 6- and 24-camera views, Remote Live layouts support **camera swapping**. To swap the positions of any two cameras:

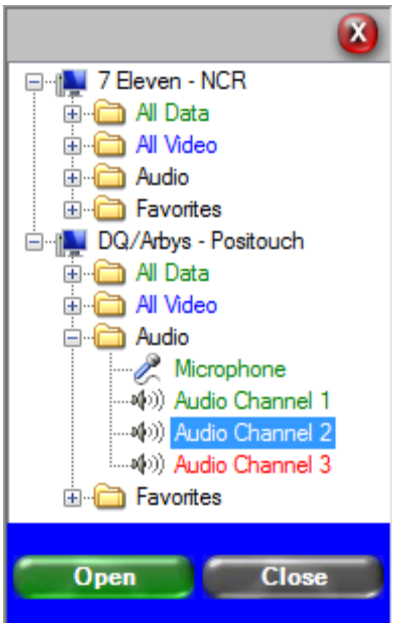
1. Single-click the first camera.
2. Then single-click the second that you wish to exchange positions with.
3. To view a full-screen version of a camera, double-click the image.

For 6- and 24-camera layouts, single-clicking a camera view will bring the camera to a full-screen view. Single-clicking again will revert to the previous layout.

The **Previous Page** and **Next Page** buttons will bring up the previous or next page of cameras, respectively. For instance, if a three-camera layout is selected, clicking the **Next Page** button once will display cameras 4, 5, and 6.

## How to Listen to Remote Audio Streams

Click the **Streams List** button on the bottom right corner of the screen to display audio channels in the Streams List.




To listen to a channel:

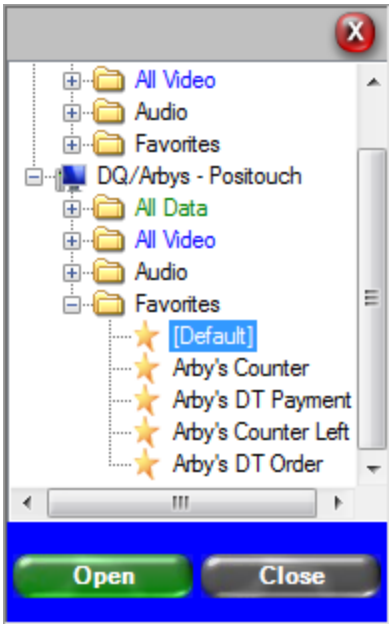
1. Expand the site you want to listen to.
2. Expand the audio node.
3. Select the audio channel you wish to listen to.
4. Click the **Open** button.

*You can also right-click individual audio nodes and click **Open** or **Close** to play or stop an audio channel.*

There may be a delay in playback while the connection is established. The audio volume control, which is located at the bottom right corner of the camera viewing area, will indicate which audio stream is connected. You can adjust the volume by dragging the audio volume control slider.

## How to Configure Favorites

- Favorite cameras can be defined for any site.
- They allow you to group related video streams so that you can easily switch between them depending on your viewing needs.
- If there is a Favorite called **[Default]**, that group of video streams will automatically load when the site is connected.




To open all cameras associated with a favorite, select the favorite item under the **Favorites** node and click the Open button. Note that this will close all other cameras from that site that are not associated with that favorite.

***How to Add a Favorite***

To define a favorite:

1. Open only the video streams from a specific site that you wish to group. Favorites can only apply to one site, so open video streams from other sites will not affect the favorite you are defining.
2. Right-click the **Video** or site node in the Streams List.
3. Click **Add to Favorites**.
4. Enter a name when prompted. That favorite will now be available under the **Favorites** node with the name specified.

***How to Remove a Favorite***

To delete a favorite, right-click the favorite you wish to remove and click **Delete**. If you want to stop video streams from loading automatically when you connect to a site, you must delete the favorite called **[Default]**.

## How to Save and Print Camera Pictures

1. Click on a camera tag to bring up a shortcut menu that gives you the option to print or save the current camera frame.
2. Select the **Print** option and choose between printing a **Half Page** or a **Full Page**.
    - Half page prints the exact same image as a full page except that it is smaller to help conserve ink.
3. After you select the **Print** option, a dialog then will open to allow you to choose an available printer.
4. Select the **Save** option to save the selected image to a specified location.
5. A dialog box will appear that allows you to select where to save the image.
6. After naming the image and selecting the preferred image format, click the **Save** button.

# Configuring Remote DVRs

*This feature requires a valid software license.*

See the section About the System Status for more information pertaining to this configuration.

## How to Configure a DVR for Remote Connection

Any licensed Storekeeper DVR can be set up to be remotely accessed. This requires that Gulfcoast's Live Server and Remote Video Server are running and are placed in the system startup. If they are not running in the startup group, you may need to reinstall Storekeeper and verify that the **Add Storekeeper to Windows Startup** option is checked.

You may need to configure your firewall to allow communication on the following ports:

- 4900 (Live Server)
- 4901 (Storekeeper)
- 4902 (Remote Video Server)
- 4550, 5550, and 6550 (Multicam)

*The **Storekeeper Installer** will automatically configure Windows Firewall to allow communication on ports 4900, 4901 and 4902.*

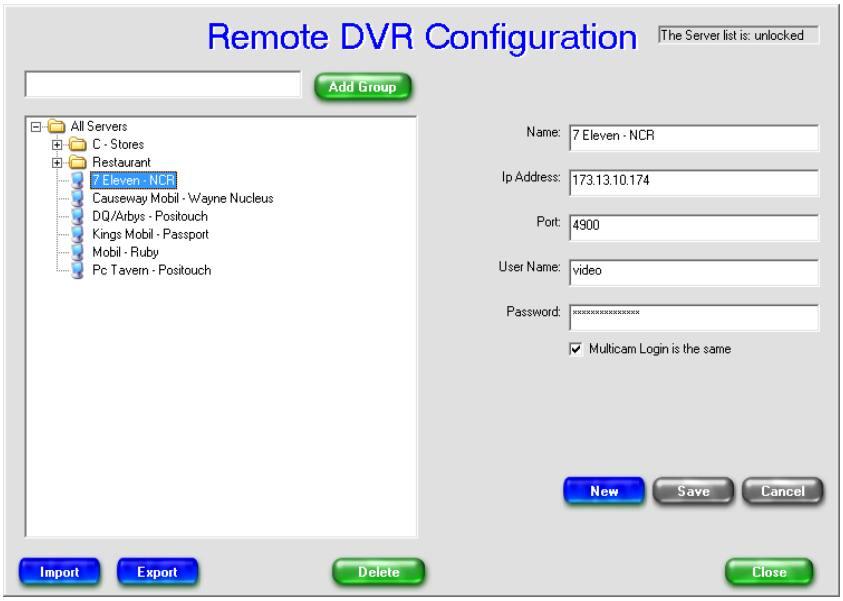
To access the server through a router, you will also need to configure port forwarding on the ports mentioned above. Port forwarding will require that the DVR have a static IP. See How to Configure Your Internet Protocol (IP) Settings for more information.

You will also have to configure port forwarding for any IP cameras you may have setup with Active Webcam. Consult your router's documentation for instructions on how to forward ports.

## How to Configure the Address of a Remote DVR

Connecting to remote sites requires that a list of remote sites and their connection information be configured. To do this:

1. Click on the **Configuration** button at the bottom right corner of the screen.
2. Selecting the **Remote DVR Configuration** option.




*You can also click the **Site Configuration** button above the site list if you are in Remote Live mode.*

### *About DVR Groups*

Storekeeper's remote DVR list supports a group hierarchy for ease of use.

To add a DVR group:

1. Type in a group name and click the **Add Group** button. Or, right-click any node in the tree and select **Add New Group**.
2. Type a name and hit the **Enter** key or click elsewhere.

*If you highlight a group node before adding a new group, the new group will be added as a subgroup of the highlighted group. If you highlight a copy of a DVR in a group before adding a new group, the new group will be added as a subgroup of the group containing the highlighted DVR.*

A group can be dragged and dropped into another group to create a subgroup. DVRs can also be dragged and dropped into a group or subgroup. Additionally, you can right-click a group and select **Cut**. When you right-click another group and select **Paste**, the cut group will be "pasted" as a subgroup to that group.

To delete a group:

- Highlight the group name and click the **Delete** button on the bottom left of the screen.
- Or, right-click the group and select **Delete**.

When you delete a group, you will be asked whether you want to delete all sub items of that group. If you answer Yes, all subgroups and copies of DVRs within that group will be removed as well. If you answer No, all subgroups and copies of DVRs within that group will be moved to the parent group of the group you delete. If you answer Cancel, nothing will be deleted.

To rename a group:

- Click on the group name, type a new name and hit the **Enter** key or click elsewhere.
- Or right-click on the group name, select **Rename**, type a new name, and hit the **Enter** key or click elsewhere.

***About DVR Definitions***

To add a DVR to the list:

1. Click the **New** button.

*Highlighting a group node and then clicking the **New** button will create a copy of the DVR within the selected group.*

2. Enter the name, IP address, port, username, and password.
3. Click the **Save** button to save the information or **Cancel** to cancel.

To place a DVR into a group:

- Drag and drop it to the group node.
- Or, right-click the DVR, select **Copy** or **Cut**, right-click the destination group, and select **Paste**.

To delete a DVR:

- Highlight the DVR and click the **Delete** button.
- Or, right-click the DVR and select **Delete**.

Deleting a DVR from the **All Contacts** node will also delete all copies of the DVR; deleting a copy of a DVR within a group will only delete that copy.

To rename a DVR:

- Select the DVR, click on the DVR name a second time, type a new name, and hit the **Enter** key or click elsewhere.
- Or, select the DVR name, edit the name in the Name textbox (upper right), and click the **Save** button.
- Or, right-click on the DVR name, select **Rename**, type a new name, and hit the **Enter** key or click elsewhere.

***How to Import and Export DVR Definitions***

Storekeeper allows you to import DVR lists from a database or a text file of comma-separated values (CSV), as well as export the current list to a database or CSV file.

To import a DVR list:

1. Click the **Import** button on the bottom left of the screen.
2. Browse to the database or CSV file of DVR definitions.
3. Click the **Open** button.

To export the DVR list:

1. Select the group you wish to export.

*To export all DVRs and groups, select the **All Servers** group. To export a specific group and all of its members, select that group only.*

2. Click the **Export** button on the bottom left of the screen.
3. Select a location to save the exported file to.
4. Select the export format (Gulfcoast Server DB file or a CSV file).
5. Set the export filename, and click **Save**.

To exit the Remote DVR Configuration page, click the **Close** button on the bottom right corner of the screen.

## How to Configure Remote Review Settings

*You may need to login to a higher level account to access this feature.*

Storekeeper allows you to adjust certain remote review settings to create a smoother remote viewing experience. To configure these settings:

1. Click on the **Configuration** button on the bottom right corner of the screen.
2. Select the **System Configuration** option from the menu.
3. Click the **System Settings** tab.
4. Locate the **Remote Review Settings** frame on the bottom left side of the screen.

***About Post-buffering***

Storekeeper will automatically download the video or audio that follows the current video and audio. This can improve the review experience by downloading video and audio before you need to review them. Select the **Post-buffering enabled** checkbox to enable this feature.

***About Pre-buffering***

Storekeeper will automatically download the video or audio that immediately precedes the current video and audio. This can improve the review experience, especially if you are going to play in reverse. Select the **Pre-buffering enabled** checkbox to enable this feature.

***About Post-buffering before pre-buffering***

If the **Post-buffering before pre-buffering** option is checked, Storekeeper will prioritize downloading video and audio that follows the current clips over video and audio that precedes the current clips. If it is unchecked, then Storekeeper will prioritize downloading video and audio that precedes the current clips over video and audio that follows the current clips.

***About Maximum Simultaneous Downloads***

Because remote review results in increased network activity and can use significant bandwidth, it is recommended that you set a threshold of the maximum number of simultaneous downloads that can occur in remote viewing. The maximum number of simultaneous downloads also sets the maximum number of cameras you can remotely review at the same time. For clients with limited bandwidth, the speed with which any download completes decreases with every running download request. Also, the longer a download request takes, the more likely it is to fail. We recommend that client systems with limited bandwidth limit their simultaneous downloads to 1. To set the maximum number of simultaneous downloads and viewable cameras, type the number in the **Maximum simultaneous downloads** box. Enter -1 if you do not wish to have any limit and want to remotely review as many cameras as possible.

***About Download Speed***

**The Download speed** option sets the packet size for file transfers during data downloads and backup downloads. Setting this value to LAN can be faster over reliable networks with great bandwidth. For slower, less reliable networks, we recommend setting this value to Modem. When set to Modem, downloads may be slower but more reliable.

***About Cache Size***

The option defines how many megabytes of downloaded video, audio and data to keep on hand. The cache allows you to download information once and review it multiple times without having to waste bandwidth and time re-downloading the same items. The cache is stored in a subfolder of Storekeeper and is thus limited to the available space of drive Storekeeper was installed to. Increase the cache size if you find you are re-downloading the same information too often. Decrease the cache size if you are running into drive space issues.

# Reports

*You may need to login to a higher level account to access this feature.*

## Basic Tasks

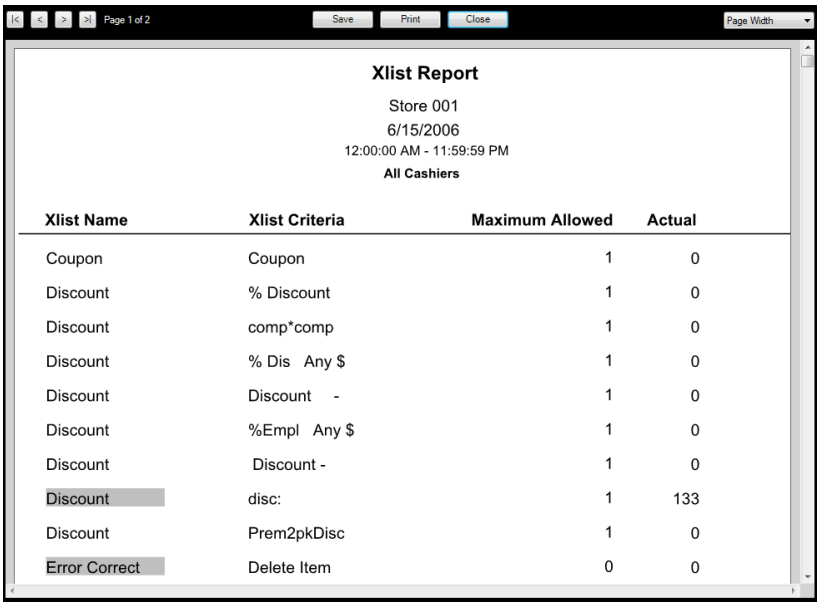
Storekeeper offers many reports, including Storekeeper Custom Reports and Point of Sale (POS) Specific Reports, for a variety of data analytic functions. Custom Reports analyze the POS data and report trends, totals and exceptions. POS Specific Reports are reports generated by the POS and converted to an easy-to-read format. Please note that not all POS brands generate reports for Storekeeper. See How to Configure Reports to setup the reports.

All reports can be displayed under the *Reports* menu by clicking the **Reports** button along the bottom of the screen.

Each report is displayed on the **Reports** tab in Storekeeper. Select the report date on the title bar to change the report date, and click a report button to display menu which presents you with several options for that report – **Preview**, **Email**, **Quick Print**, and **Save**. Choose one of these options to generate the desired report.

## How to Preview a Report

Click the **Preview** button to view the report. The report will display, along with several controls. These controls allow you to switch between pages (if applicable), print, and save the report in Adobe PDF format. The page control buttons are represented by arrow buttons. The middle two arrow buttons switch between pages, while the two outside arrow buttons skip to the first or last pages in the report. Click the **Print** button to print the report. To save the report, click the **Save** button. To change the zoom on the report, click the drop-down box and select the desired display. Click the **Close** button to exit the preview screen.




## How to Email a Report

To email a report, select the report and click the **Email** button. The email menu will appear. See How to Send Emails for more information on how to send an email.

To send multiple reports on a single email:

1. Click the report you wish to add to an email, and click the **Add to Queue** button. The report will automatically be added to the email queue and will not open the email wizard.
2. To open the email wizard, click the last report you wish to add to the email, and click the **Email** button.

Click **Clear Queue** to remove all reports from the queue.

## How to Quickly Print a Report

To quickly print a report, select the **Print** button. If more than one printer is setup on the system, a print dialog will appear so that you can select which printer you wish to use. If only one printer is setup on the system, the report will print immediately.

## How to Save a Report

Click the **Save** button to save a report in Adobe PDF format.

# Scheduling Reports

*You may need to login to a higher level account to access this feature.*

Most reports can be set up to print or email automatically through the *Schedule Reports* feature. Only enabled reports can be scheduled. See Configuring Reports for more information on how to enable a report.

Storekeeper allows each report to have multiple report-generating rules to allow for multiple scenarios.

To get to the *Schedule Reports* form:

1. Click the **Configuration** button at the bottom right corner of the screen.
2. Select the **Report Scheduler** option.
3. To enable or disable the report, check or uncheck the **Schedule Reports Enabled** option. This feature is divided into three steps: time setup, output mode, and scheduling the report.

### Time Setup

1. Select the appropriate time for the report to generate automatically. By default, all weekdays are enabled. Disabling a weekday will prevent the report from generating automatically on that weekday. Storekeeper also offers the ability to generate a report only one day a month.
2. Choose the **Delay Report 1 Day** option to ensure that all data is totalized completely for that report. For example, the X-List Report can be sent after the day is complete, generating an accurate list of all of the exceptions for that day.

### Output Mode

The Schedule Reports feature currently allows two methods of sending reports: email and automatic printing.

1. To switch between modes, select the appropriate option on the **Output Option** drop-down box.
2. To print a report, select the destination printer from the drop-down box. Printers not found on this list must be setup in Windows first.
3. To email a report, select the Email Contact from the email contact list. Click the **<<To** button to set the email address. Fill in the Subject and the Message.

### How to Schedule the Report

The list on the left shows all available reports. Only reports that have been enabled will display on this list.

To schedule a report:

1. Select the report from the report list and click **Add>>** button
    a. The report will then be scheduled using the rules set in Step 1 and 2.
    b. The same report can be added to the schedule reports list as long as the options are different. This allows the same report to be highly customizable.
2. To remove a report from the schedule, select the report from the list on the right. Then, click the **<<Report** button.

# How to Configure Reports

*You may need to login to a higher level account to access this feature.*

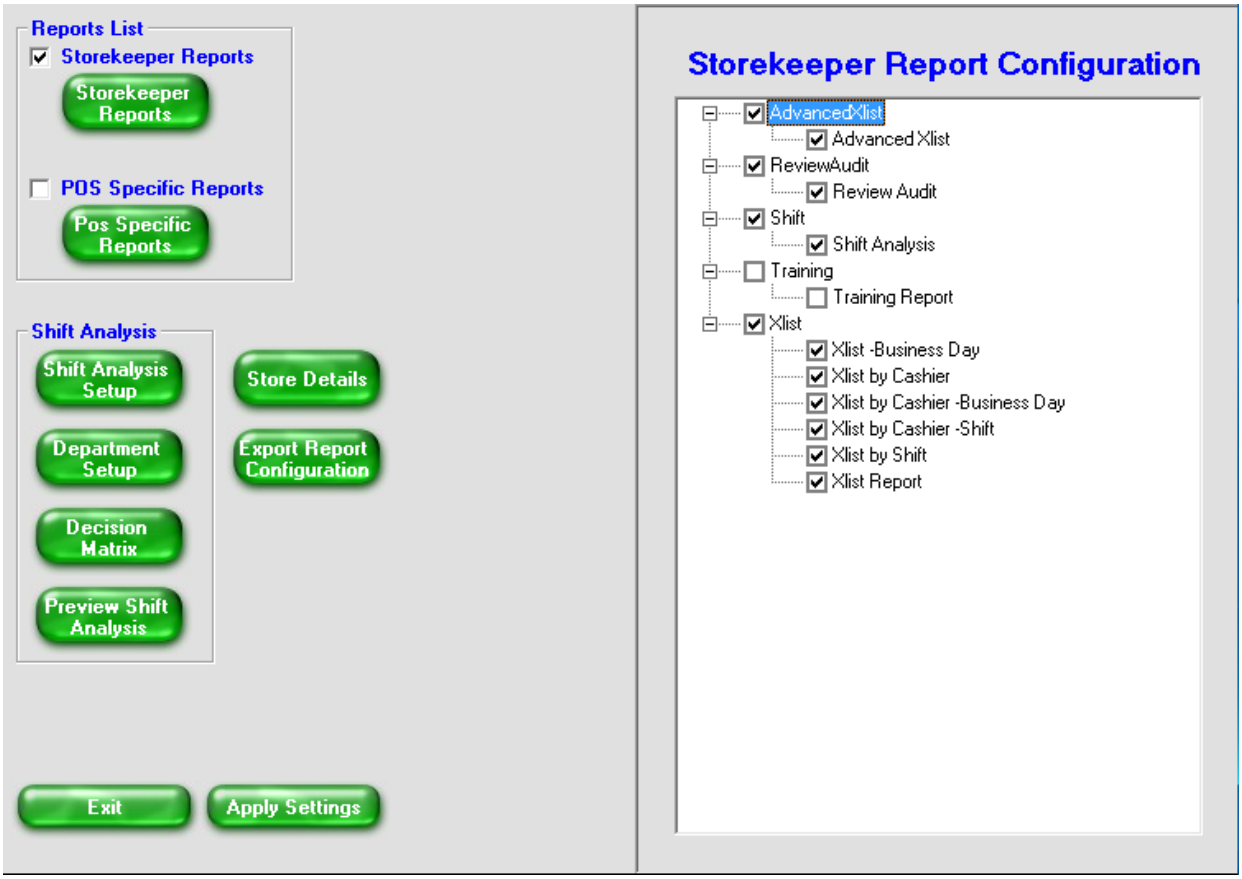
The Report Configurator is used to enable and customize various reports. To access it:

1. Click on the **Configuration** button at the bottom right corner of the screen.
2. Select the **Report Configurator** option.

The Report Configurator hosts the *Store Details,* which configure a site's Shift and End of Day (EOD) times. Shift times and the EOD are required for some reports (for example, the Shift Analysis Report).

There are two types of reports: **Storekeeper Custom Reports**, and **Point Of Sale (POS) Specific Reports**. **Custom Reports** analyze the POS data and report trends, totals and exceptions. **POS Specific Reports** are reports generated by the POS and converted to an easy-to-read format. Please note that not all POS brands generate reports for Storekeeper.

## About Storekeeper Reports



There are several Storekeeper reports: Advanced X-List, Review Audit Report, Scorecard, Shift Analysis Report, Training Report, and X-List Report. To display all Storekeeper reports under the Reports menu, check the **Storekeeper Reports** box under the Reports List. To enable or disable a specific Storekeeper report, select the **Storekeeper Reports** button under the Reports List to display the Storekeeper Report Configuration menu. Expand the report categories and enable or disable the desired report by checking the box next to each report.

***Advanced X-List Report***

- This Report is also titled *X-List by Cashier Range*
- Displays X-List totals by date for a cashier or for all cashiers
- Totals are calculated 12:00am to 11:59pm
- Start and stop dates determine the range the report generates its totals
- Used for trending analysis

***Review Audit Report***

- Displays the search activity conducted by the user on the date selected
- Two sections:
    - The Exception List (X-List) items reviewed
    - All general searches (Non Exception Criteria Reviewed Items)
- Categories monitored:
    - Audit Total
    - Not Checked
    - No Problem
    - Problem
    - Suspicious
    - Training

Each category corresponds to one of the Review Audit settings. See Review Audit Configuration for more information.

***Scorecard***

- This report allows for a quick grading of multiple criteria
- Can be used to rank negative or positive issues
- There is no limit on how many scorecards reports can be created
- There is an unlimited number of rules allowed for each scorecard
- Rules may be scored one time, as a multiplier, as a graduating scale, or as a combination
- Rules may be scored by occurrence or by amount
- This report allows for a quick feedback on performance levels and expectations

***Shift Analysis Report***

- Totalizes the business day activities by shift. Each shift is compared with the preceding weeks of totals from the same day of the week.
- Divided between general sale information and departments (user-defined criteria which are customizable)
- Analyzes activity to identify trends on the store level according to several categories (see below)

- Department categories also include the *Dept Quantity Totals*, but do not measure over rings, no sales or daily totals as these categories are irrelevant to the department totals

| **Shift Analysis Report** | |
|---|---|
| ***Category/Metric*** | ***Data*** |
| ***Shift Total*** | Measures all monetary sale transactions on the shift |
| ***Daily Total*** | Total sales for the entire business day |
| ***Shift Percentage*** | Total percentage of shift sales in the Business day |
| ***Average Transaction*** | Average monetary transaction per customer |
| ***Over Rings*** | Total monetary sales of all transaction voids, error corrects, and refunds |
| ***No Sales Count*** | Displays all the no sales in a shift |
| ***Customer Count*** | Measures the total number of transactions in a given shift |
| ***Employee ID*** | Lists all employees actively using the cash register; This category also lists their first transaction time and their last transaction time |
| ***Dept Quantity Totals*** | Counts the total number of items sold in the displayed department |

Each section of the report is followed by the ***Variance*** subsection. The Variance percentage is the degree to which the current selected day's totals deviate from the averages of the previous weeks. For an example report, see Shift Analysis Report.

- Positive percentages indicate the value of the current week is greater than the average.
- Negative percentages indicate the value is less than the average.
- Greater the differences in the percentage = greater variance from the average category value.
- Where variance difference is equal to the averages, variance = 0%.
- Define allowed variances when setting up the Shift Analysis report.
- Setting the threshold indicates which variations in the averages are normal and which variation indicates unusual activity. Values that are beyond the customizable thresholds for that category are highlighted.

The Shift Analysis report also includes the *Decision Matrix*. The Decision Matrix is a set of rules that seeks to identify trends by comparing each category's variances in the Shift Analysis with

the other categories (see Shift Analysis Decision Matrix Setup). Flagged rules are displayed by shift. If no rules have been violated, then Storekeeper will display those results.

Please note that Shift Analysis report is only available if the POS interface supports cashiers and Advanced Search.

***X-List Report***

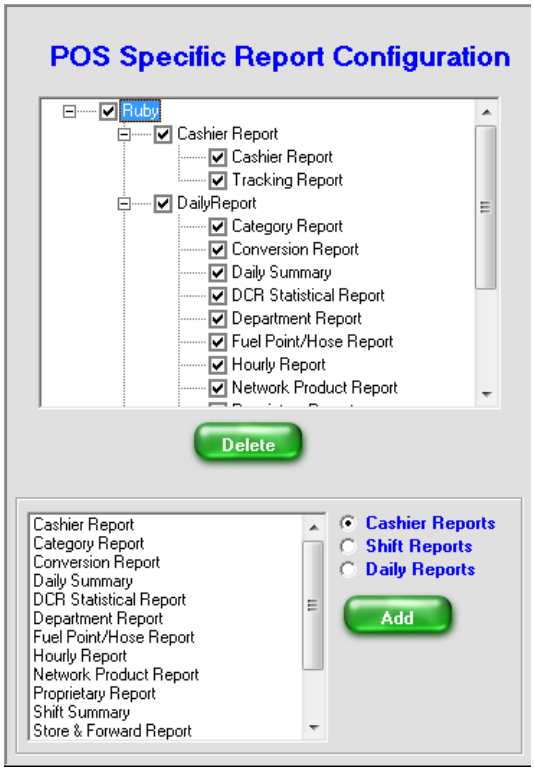
The *X-List Report* is a report version of the *Exception List* (X-List). Just as the *X-List* displays the totals of each rule, so the *X-List Report* lists out all the totals of each rule. Unlike the *X-List*, the *X-List Report* does not group together common name rules, but displays each separately so as to better distinguish the individual components. The report lists the X-List rule name, the criteria for the rule, the maximum allowed threshold, and the actual number of items found.

There are several different X-List reports. Please note that X-List cashier reports are only available if the POS brand supports cashiers.

| | |
|---|---|
| ***X-List –Business Day:*** | The complete totals for the selected business day |
| ***X-List by Cashier:*** | The X-List totalized by cashier according to standard 24 hours (12:00am to 11:59pm) |
| ***X-List by Cashier – Business day:*** | The totals for each cashier by business day |
| ***X-List by Cashier – Shift:*** | The X-List totalized for each cashier according to shift |
| ***X-List by Shift:*** | The X-List totals by Shift |
| ***X-List Report:*** | The standard X-List report |

## Point Of Sale Specific Reports

1. Generated by the POS
2. Formatted for standard 80 column reports
3. Requires that the POS sends its reports to Storekeeper
4. To enable or disable the report from the selected category, place a checkmark in the appropriate report box.




***Ruby Reports***

Currently, the Ruby Dual Printer interface is the only interface that issues reports to Storekeeper. The VeriFone Company prints a variety of reports for the Ruby under the Cashier, Shift and Daily report categories. Even though Storekeeper is always ready to capture reports, the report display must be configured to locate that specific report in the daily transaction database. Storekeeper is configured automatically with a default set of report display parameters which can be viewed in the *Report Configurator* under the **Pos Specific Reports** button.

To add a report to one of the Ruby's three categories:

1. Select the report from the configuration list.
2. Choose the appropriate category, and click the **Add** button.

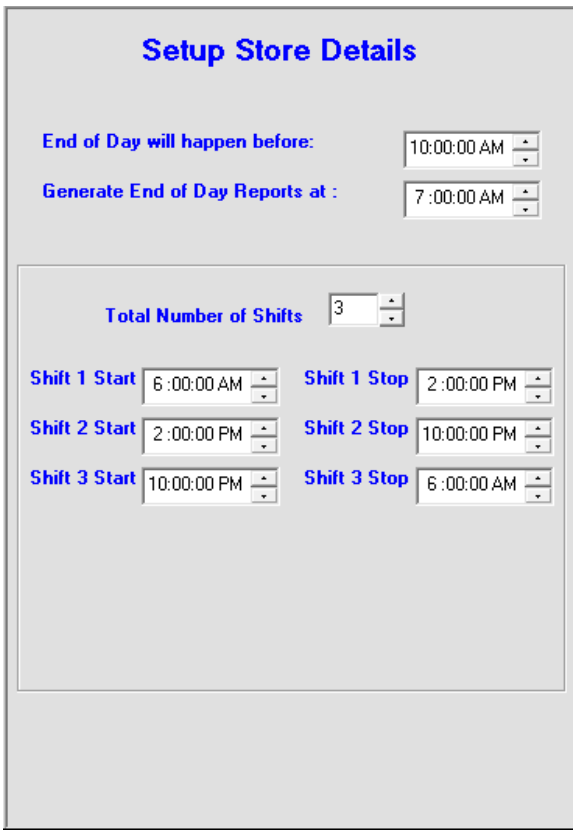
To remove a report:

- Select the report and click the **Delete** button.

Please note that at least one report of that type must be present. Storekeeper will simply disable the selected report if no other copy of that specific type of report exists.

## Store Setup

Various reports generate their totals based on the shift times and the time of the End of Day (EOD). Storekeeper allows up to six shifts and a notation for when the EOD occurs.

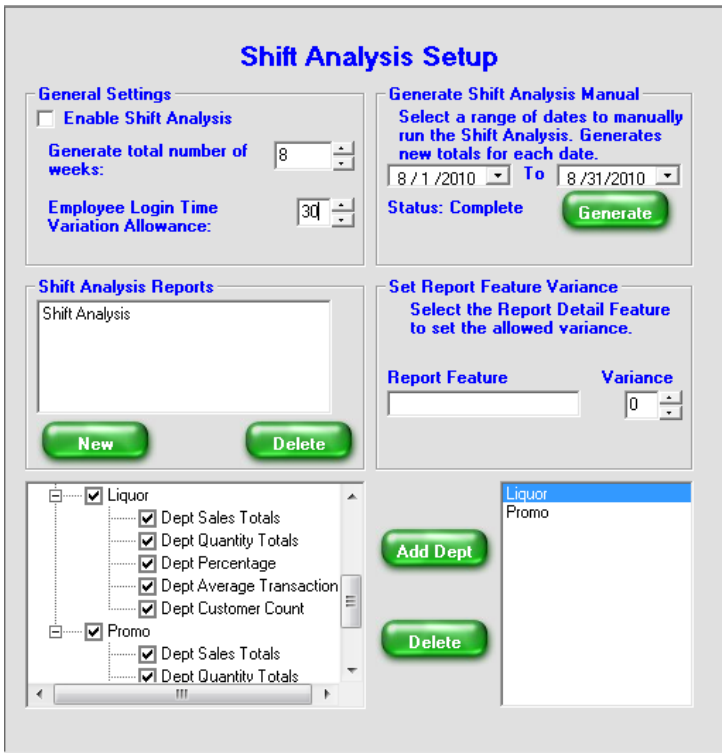



To setup the store details:

1. Click the **Store Details** button.
2. The EOD setup indicates when the store EOD is expected to occur. It should be set as the last possible time that an EOD will occur at the store.
3. Indicate when Storekeeper should totalize the business day totals on the *Generate End of Day Reports* notation. Both of these entries should be set for after the normal End of Day has occurred.
4. Set a start time and stop time for each shift.
5. Set the stop time of the previous shift and the start time of the next shift to the same time to avoid gaps in the shift times.

## Shift Analysis Setup

To setup the Shift Analysis report:

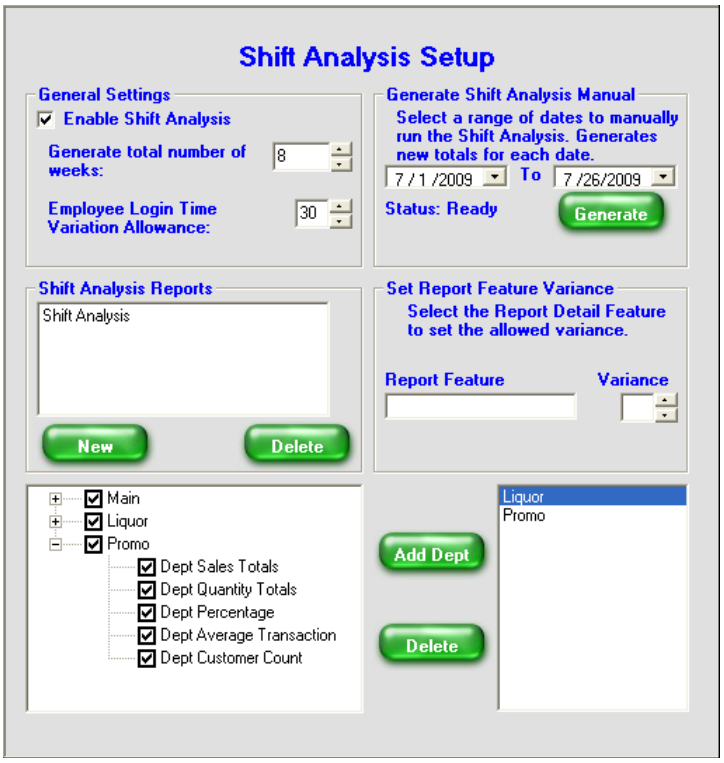



1. Click the **Shift Analysis Setup** button. This will display the setup wizard.
2. Under the *General Settings* section, check the **Enable Shift Analysis** box to enable or disable the report. This feature allows Storekeeper to generate the totals according to the settings on the *Store Details* section. Please note that Storekeeper totalizes all shift totals once during the day as specified by the **Generate End of Day Reports** control in the *Store Details* section.
3. The **Generate total number of weeks** control sets the total number of weeks to be displayed in the Shift Analysis report. These totals will be used to compare the results of the current week and are useful for trending. The range of weeks that the report will display can be set to any number between 1 and 52.

The Shift Analysis report totalizes all transactions by an employee in a given shift. In addition, the **Employee Login Time Variation Allowance** control sets the total allowed minutes before and after a shift time that a single employee can process transactions and still be considered part of the shift.

- Activity outside of the allowed variance is recorded on the next shift.
- When the employee works outside of the allowed variance, the activity is divided between shifts at the set shift time (the variance time is ignored).

Storekeeper supports multiple types of Shift Analysis reports that are specific to user-defined departments. The *Shift Analysis Reports* list contains a list of all the Shift Analysis reports.




To create a new Shift Analysis report:

1. Click the **New** button to create a generic report.
2. Click on the name on the list to rename the item.
3. Click on the report to display and modify its details.

To remove a report:

- Select the report and click the **Delete** button.

There is a list detailing the main report and all of the departments defined for the selected item below the *Shift Analysis Report*:

1. Expand the nodes to view the details of the main section as well as the department sections.
2. By default, each subsection of the main and department sections is enabled.
3. Disabling a subsection will remove the item from the report. The list of current user-defined departments is located to the left of the details list.
4. To add a new department, select the department from the department list and click the **Add Dept** button. To remove a department from the report, select the department from the list and click the **Delete** button.

To set the variance levels for each of the department subsections, select the subsection from the details list. This will populate the *Set Report Feature Variance* control, which is located just above the available department list. Modify the variance by clicking the up and down arrow buttons.

Storekeeper also allows you to recalculate the Shift Analysis totals by using the *Generate Shift Analysis Manual* controls. This feature is useful for totalizing a newly added department to the Shift Analysis report. Storekeeper will only allow dates that have POS data. Select the start date and the end date. Click the **Generate** button to reprocess each of those days. Please note that this may take a while.

To view a sample of the Shift Analysis Report, click the **Preview Shift Analysis** button. For an example report, see the Shift Analysis Report section.

## Department Setup

The Shift Analysis reports supports user-defined departments or groups of like events as part of the report's data analysis. In other words, you can create special categories of data that are totalized and analyzed in the report. This department can be added to the Shift Analysis report in the *Shift Analysis Setup* wizard. The setup window is divided between creating a department and a list of all available departments.

To create, modify or delete a department, click the **Department Setup** button.

1. Create a department name. The department name set here will be the name displayed on the report.
2. Select the category from which the department's data will be extracted.
3. Click the **Add Department** button to create the department.

**You must now add items that can be tracked to the department.**

4. Select the department from the *Department List* so that the department name is highlighted.
5. Type the exact data item as it appears in Storekeeper on the **Item or Value to Search** box. This sets the criteria for the department. Any data item that contains the criteria will be marked as belonging to that department.
6. Click **New Item** to add the item to a department. More than one item can be added to the department.

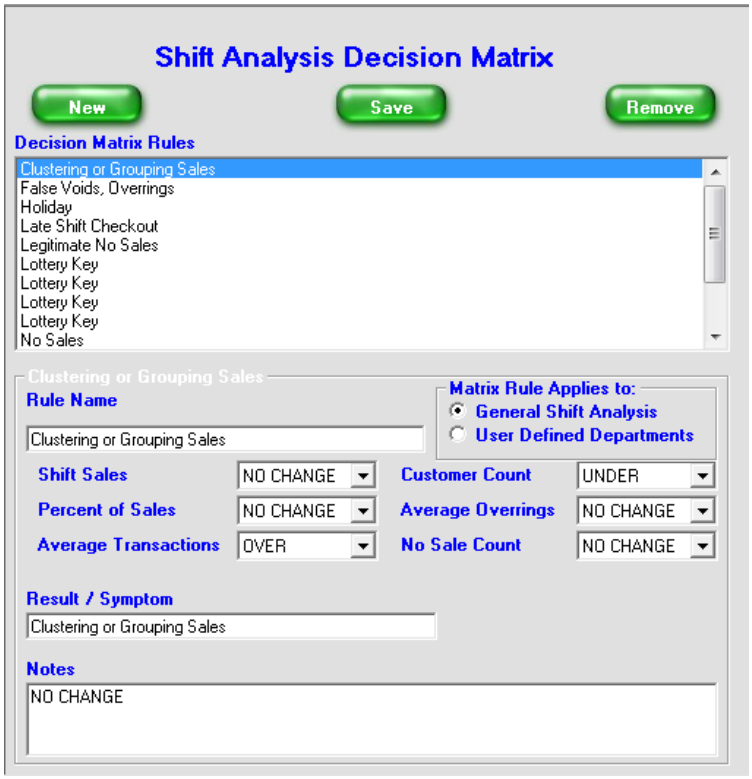
The department is now complete. To edit or delete specific criteria in a department:

1. Select the criteria under the desired department. This will display the item details in the **Item or Value to Search** box.
2. To edit the item, make any necessary changes and click the **Edit Item** button.
3. To delete the item from the department, click the **Delete** button.

*Please note that removing the last item from a department also deletes the department.*

## Shift Analysis Decision Matrix Setup

As described in the Shift Analysis Report section, the *Decision Matrix* is a set of rules that help identify trends in a shift by analyzing the results from the column variances in the Shift Analysis report. Each rule determines if the actual variance of each column is beyond the bounds of the user-defined allowed variance, and it then compares the results to all the other columns in that section (the main report or each of the departments). **The results can indicate activity that may be suspicious.** Storekeeper will then search the matrix of rules to find a rule that matches the set of results, and post the result to the end of the Shift Analysis report. Several default rules are included in the initial setup.




***How to Configure the Decision Matrix***

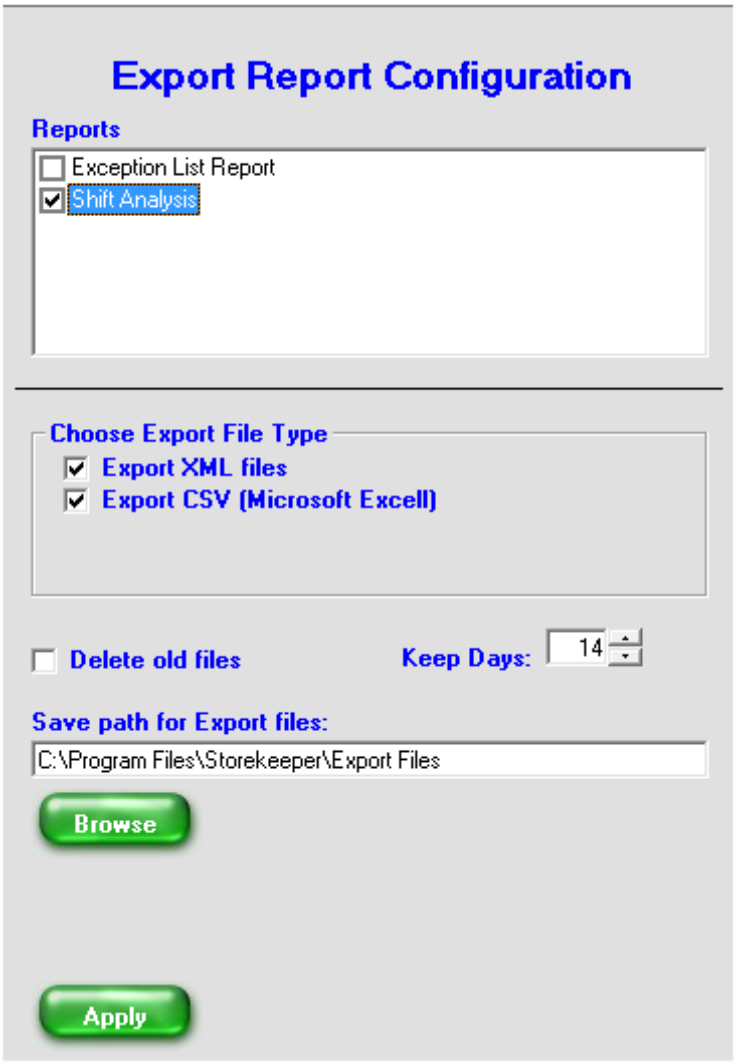
1. Click the **Decision Matrix** button to open the setup wizard. The wizard displays a list of rules and the settings for each rule.
2. To view a specific rule, simply select the rule, and its settings will appear in the controls below.
3. Create a rule by clicking the **New** button.
4. Type the name of the rule in the *Rule Name* box.
5. Variation results:
    a. **No change** No significant variation
    b. **Under** Indicates decrease in column
    c. **Over** Indicates an increase in variation
    d. **Under/over** Indicates that a column is simply out of bounds
6. Select the appropriate condition for each column to build the rule.
7. Type the reason or symptom that the rule indicates in the section for the results. Storekeeper also allows you to insert any notes along with the rule in the notes section.
8. Click the **Save** button.
9. To edit a rule, select the rule from the *Decision Matrix Rules* list. Make your changes and click the **Save** button.
10. To permanently delete a rule, select the rule and click the **Remove** button.

## How to Export the Report Configuration

Storekeeper has the ability to export select Storekeeper Custom reports in XML format or in Comma Separated Values (CSV) format. The CSV format can be read by Microsoft Excel. Storekeeper will export these files to a local or network folder. Storekeeper can be set to delete the file after a period of days.

To export a particular report:

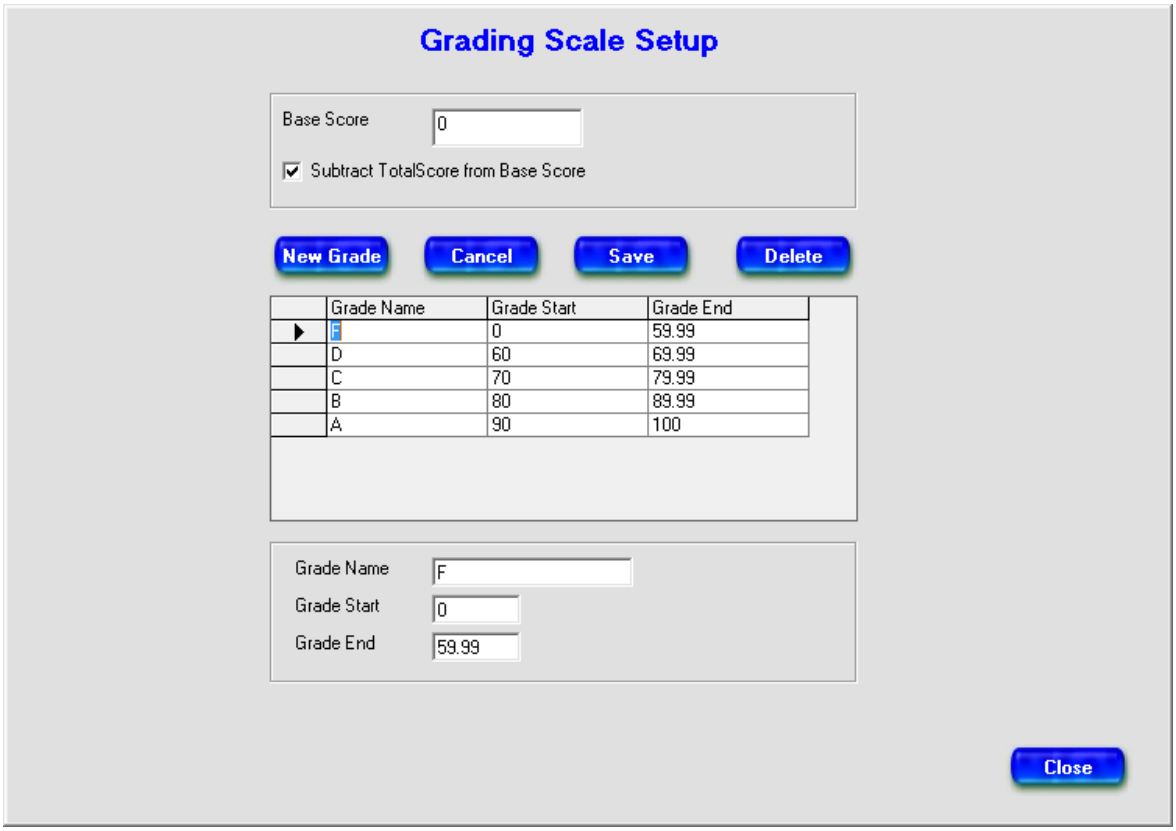
1. Check the box next to the report in the *Reports* list in the *Export Report Configuration* wizard.
2. Select the export file type and choose the file destination.
3. The **Browse** option will allow you to select a folder from Windows.
4. To manage the export files, check the **Delete old files** option and set the number of days in the *Keep Days* control.
5. To save the settings, click the **Apply** button.



# Scorecard Setup

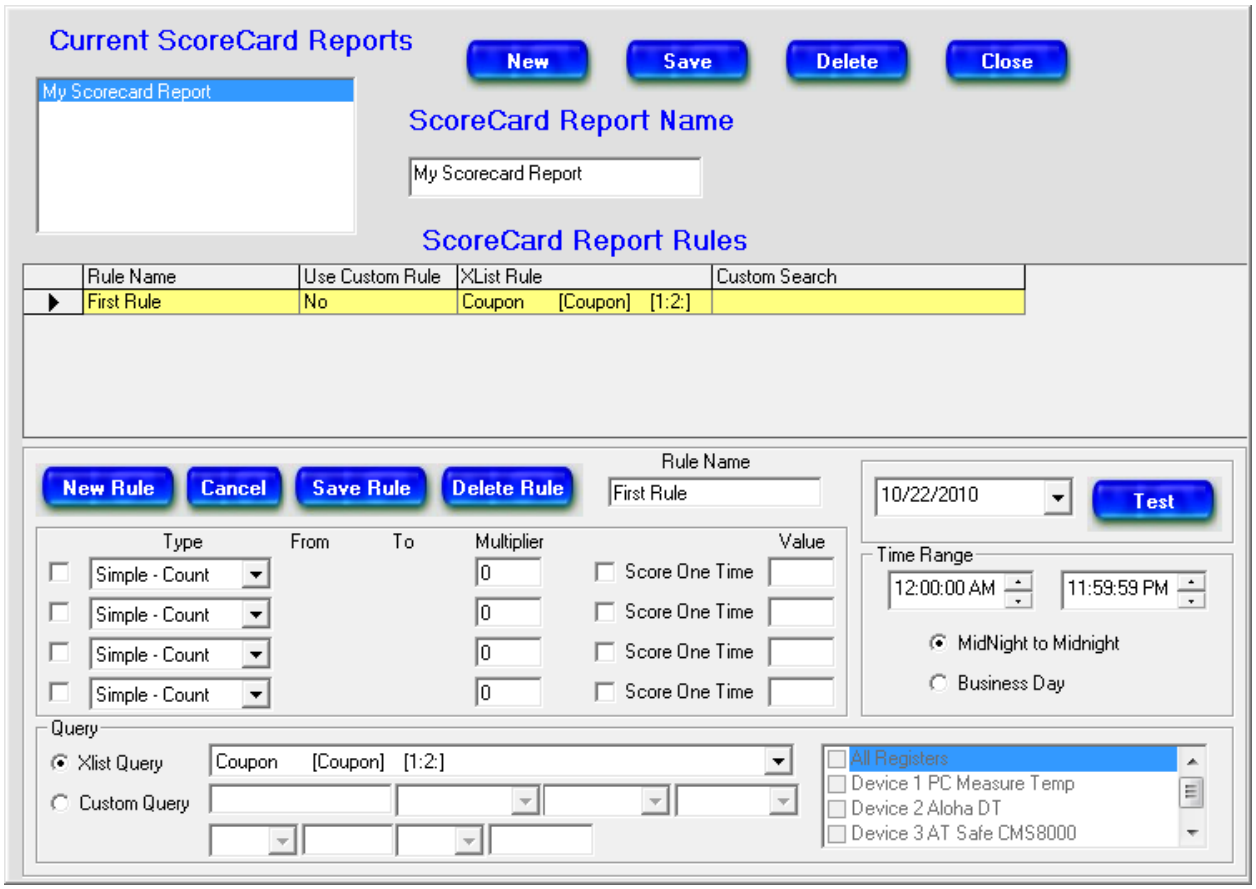
Before configuring a scorecard report, it is important to first set up the grading system.

## How to Configure the Grading System




1. Click **Configuration**.
2. Select **Grading Scale Setup** from the menu.
3. Enter a Base Score (Either 0 or 100 is recommended).
4. If points are going to be deducted from the base score, check **Subtract Total Score from Base Score**.
5. Click **New Grade**.
6. Give the new grade a name and start and end values.
7. Click **Save**.
8. If you make a mistake, you can either delete the grade or click **Cancel**.
9. A contiguous grading scale is recommended (0..59.99, 60…69.99, etc.).
10. When completed, click the **Close** button in the lower right hand corner of the window.

## How to Configure a Scorecard




1. Click **Configuration**.
2. Choose **Scorecard Rules Setup** from the menu.
3. Click **New** to create a new report. A new report will appear under *Current Scorecard Reports*. You can create an unlimited number of different scorecards, each with a different set of rules.
4. Select the new report from the list. If you would like to rename it, type in a new name under Scorecard Report Name and click the **Save** button.
5. Click **New Rule**.
6. Under rule name, enter a more descriptive name for the rule.
7. Choose a query (search) based on an existing X-List item, or create your own custom query (similar to Advanced Data Searches).
8. Choose one of four ways to score this query:
    a. Simple Count (counts by occurrence)
    b. Range Count (counts by occurrence but allows for a graduating scale)
    c. Simple Amount (counts by $ amount)
    d. Range Amount (counts by $ amount but allows for a graduating scale)
9. Enter a multiplier, or a one time score (check score one time), or both.
10. Any rule can have multiple ways to be scored (usually for range scoring).
11. Choose the time frame for scoring this rule (it is recommended that the same time range be used for all rules for this report).

12. You can test your rule and scoring by choosing a date (that has data) and clicking **Test**. A window will slide open with your search results and your scoring values.
13. Click **>>** to close window.
14. If you are satisfied with results, click **Save Rule**.

*There is no limit to how many rules can be created for each scorecard report.*

15. Click the **Close** button when finished.
16. Your new report should now display in the Reports panel. The new report can also now be scheduled to email or print.

# Real-Time Monitoring

## Monitoring Configuration

*You may need to login to a higher level account to access this feature.*

Real Time Monitoring (RTM) enables you to monitor specific events that occur on any data interface in real time. When an event occurs, RTM will immediately notify you of the event through customizable alerts (see Creating Real Time Monitoring Alerts). RTM is designed to monitor multiple events from multiple devices simultaneously. It can monitor a single event or a group of events. RTM can track events that occur on a single device or events that occur between devices (*i.e.*, Safe Drops between the POS and a Smart Safe). It can monitor specific transactions that meet a specific cash value or quantity. RTM also has the ability to totalize amounts and quantities within an event group. When an expected event does not occur or when an unexpected event does occur, RTM can be set to issue any dynamic alert you set.

One of the features of RTM is the Floating Time Point technology that can determine if a certain number of events have occurred within a specified period of time. For example, you can configure RTM to alert you only in the event that five “No Sales” have occurred within an hour. Real Time Monitoring is designed to handle virtually any possible combination of events imaginable.

To configure Real Time Monitoring:

1. Click the **Configuration** button at the bottom right corner of the screen.
2. Select the **Real Time Monitoring** option.

A ***rule*** is a group of events that allow Storekeeper to monitor a specific event, or series of events, and trigger an alert if required. Each group is comprised of one or more events that can cause an alert. In a group of two or more events, the first event must occur before the next event is monitored.

For instance, assume there is a rule that checks for safe drops from the register and ensures that the drops get to the safe. A "Safe Drop" must occur on the Point of Sale (POS) before RTM will start checking the safe for a "Safe Drop."

If the safe receives a "Safe Drop" without one occurring on the POS, RTM would ignore the event because that event has not yet been activated in the rule. If the "Safe Drop" event occurs on the POS, Storekeeper will monitor the safe until either the safe drop has occurred, or the rule has timed out, which will result in an alert being issued.

To create a Real Time Monitoring rule:

1. Click the **Create Event** button.
2. Type the name of the rule in the *Rule Name* section.
3. Click the **>>** button. This will open the settings windows.

There are six steps for configuring a rule. See the sections below for information on each of the steps.

- To move between windows, click the **Next** and **Previous** buttons.
- On the last step, click the **Save** button.
- The rule will display on the rule list along with a brief summary of the various selected options.
- Click the rule to expand and view all events listed on the rule.
- Click the rule name again to modify the name.

- To edit a rule, click the **Edit Rule** button, which will open the settings window.
- Click the **Save** button on Step 6 to save any changes.
- To enable or disable a rule, check or uncheck the rule.
- To delete a rule, select the rule and click the **Remove** button.

Real Time Monitoring possesses six main configuration settings when creating a rule:

1. *Limit Datastream*
2. *Schedule Time*
3. *Time Frame / Time Out*
4. *Event Limits*
5. *Select Alerts*
6. *Select Criteria*

## Step One – Limit Datastream

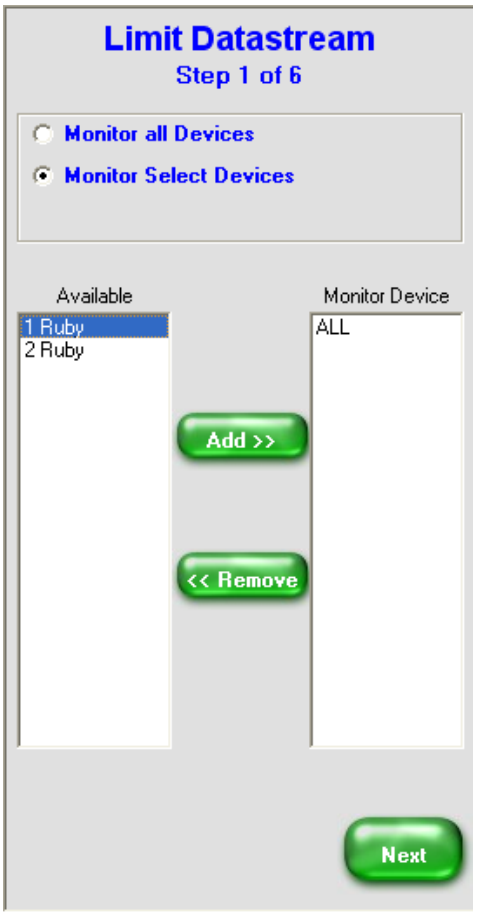
A rule can be set to monitor all devices or interfaces, or the rule can specify individual devices.

- Select **Monitor all Devices** to set RTM to examine all data from all devices and interfaces.
- Select **Monitor Select Devices** to open the device selection options.

The list labeled *Available* displays all the currently enabled interfaces on the DVR.

The list labeled *Monitor Device* displays the current devices to be monitored.

If no devices are on the *Monitor Device* list, then RTM will be set to monitor all devices. To add a device to the monitor list, select the device from the *Available* list and click the **Add** button. To remove a device from the *Monitor Device* list, select the device and click the **Remove** button.

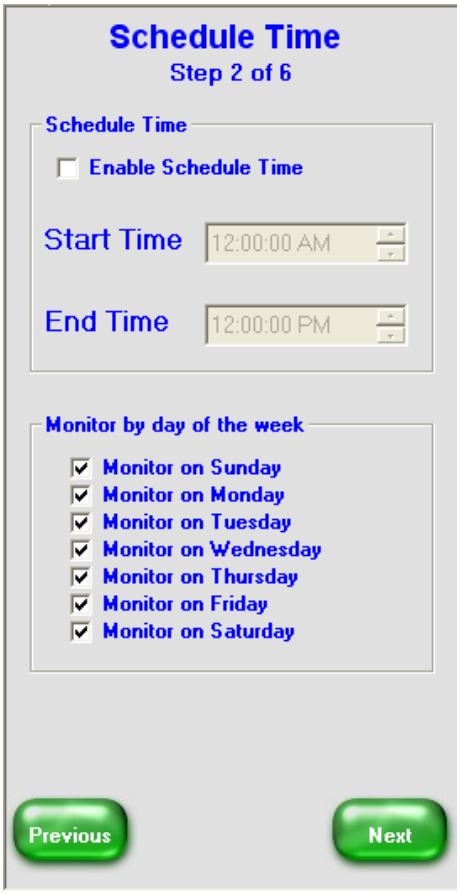


## Step Two – Schedule Time

This option allows you to set a time when the rule is enabled. A rule can be enabled for a specific time or for a day of the week.

Set a time schedule for the rule:

- Check **Enable Schedule Time.**
- Set the **Start Time** and the **End Time**. Start and end times cannot be the same time.




*Please note that if the start and end times are both "12:00:00 AM," the rule will monitor all times. By default, all days of the week are monitored. To disable a rule during a particular day, uncheck the day of the week. At least one day should be enabled, or RTM will not function.*

## Step Three – Time Frame / Time Out

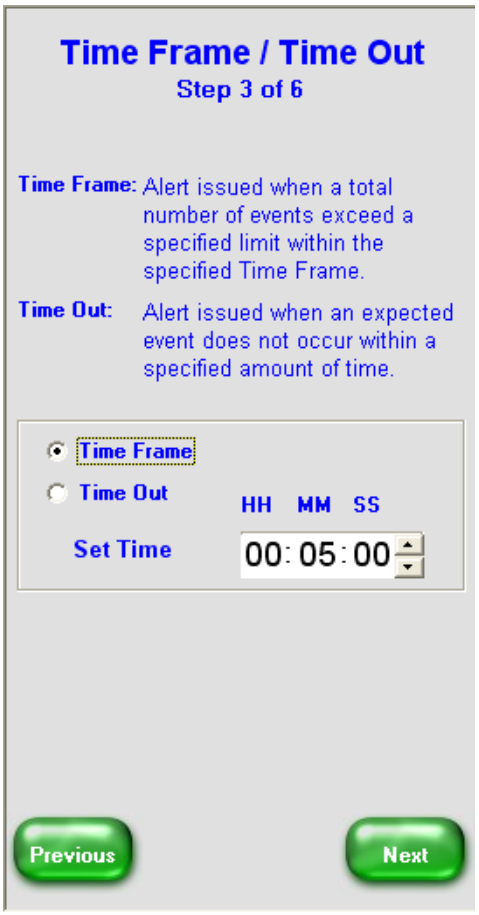
Each rule is monitored on the basis of time. When the first event occurs in a rule, the next event in the rule must occur within the specified period of time for any additional action to occur. Otherwise, the rule is reset and RTM will no longer check for the next event.

RTM rules monitor time via two main ways: events that occur within a "Time Frame" and events that "Time Out".

Under the **Time Frame** option, an alert is issued when a total number of events in a group exceed a specified limit within the allotted time frame.

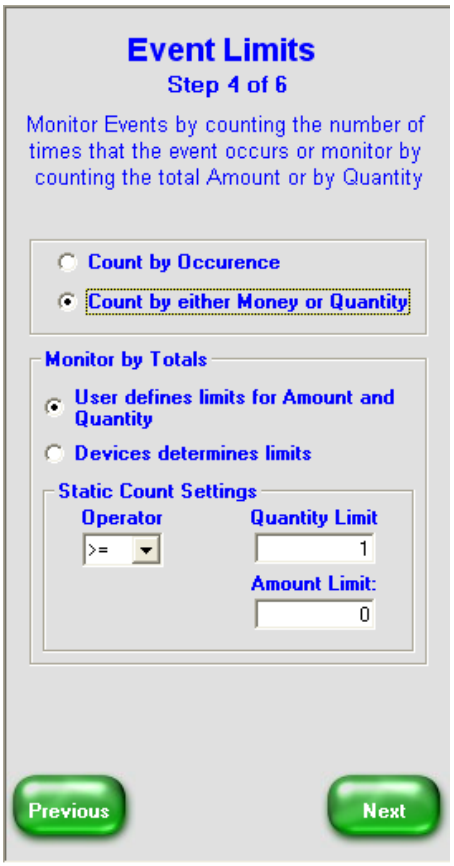
A **Time Out** issues an alert when an expected event does not occur within a specified amount of time (the clock will countdown until it expires, triggering an alert). If only one event criteria is set, the *Time Out* option will activate immediately, beginning the countdown as soon as the rule is activated. Otherwise, the first event in the rule will trigger the clock to countdown as normal.

Select either the **Time Frame** option, or the **Time Out** option. Use the **Set Time** control to set either the *Time Frame* window, or the *Time Out* countdown. The control is divided between hours (HH), minutes (MM), and seconds (SS). The times can be set manually, or by using the arrow keys.


Time Frame / Time Out
Step 3 of 6
Time Frame: Alert issued when a total number of events exceed a specified limit within the specified Time Frame.
Time Out: Alert issued when an expected event does not occur within a specified amount of time.
Time Frame
Time Out
HH MM SS
Set Time
00:05:00
Previous
Next

## Step Four – Event Limits

Storekeeper can monitor events by counting the number of times that the event occurs, or it can monitor events by counting the total monetary amount or quantity for the whole event group.




Selecting the option for **Count by Occurrence** will set the rule to count the number of times that event occurs. This threshold is set by the **Monitor by Occurrence** control.

- This option is useful for monitoring the total number of "No Sales" and other similar criteria.

To count the monetary amount and/or the quantity of an event group, select the **Count by either Money or Quantity** option. This option will display the *Monitor by Totals* controls and give the option to either manually define the limits (the **User defines limits** option), or have the preceding criteria set the threshold for the current event (**Device determines limits** option). Manually setting limits on quantity and amount opens the *Static Count Settings* control panel.

With the *Static Count Settings* controls, you can set the cumulative total threshold for the entire group. When the event group reaches this total in either quantity or amount, an alert is issued, regardless of the number of events. Setting the **Quantity Limit** or the **Amount Limit** value to zero disables this threshold. The **Any/Even** option allows you to check any dollar amount (choose "Any") or only dollar amounts that do not have cents (choose "Even"). The **Operator** option tells the rule how to flag the totals (the greater than equal to symbol is default, ">="). Please note that only the last event in the rule is totalized.

The **Device determines limits** option is used when a preceding event automatically sets the amount threshold for the last event in the rule. The RTM rule will then verify that the last entry is equal to the threshold set by the preceding event. For example, if RTM is monitoring "Safe Drops" from the register to the safe, the register pos transaction would automatically set the rule to the amount of the safe drop. When the smart safe counts the money from the drop, RTM will verify that all the money taken from the register in the safe drop was deposited into the safe. If the rule times out before the total is reached, Storekeeper will issue an alert. This option requires at least two criteria in the RTM rule.

## Step Five – Select Alerts

The *Select Alerts* window allows you to choose which alerts will be issued if the rule is triggered by an event. RTM will issue escalating alerts up to three alert levels if the problem is not resolved promptly. For the *Time Frame* option, RTM will issue an elevated level alert if RTM receives another criteria that sets the event over the accepted threshold. For example, if three "No Sales" result in an alert being issued, then Storekeeper will issue another alert if it detects another "No Sale." For the *Time Out* option, RTM will issue the next level alert if the expected event does not occur within the countdown process. In the "Safe Drop" example, Storekeeper will continue to issue alerts until the safe receives the drop.

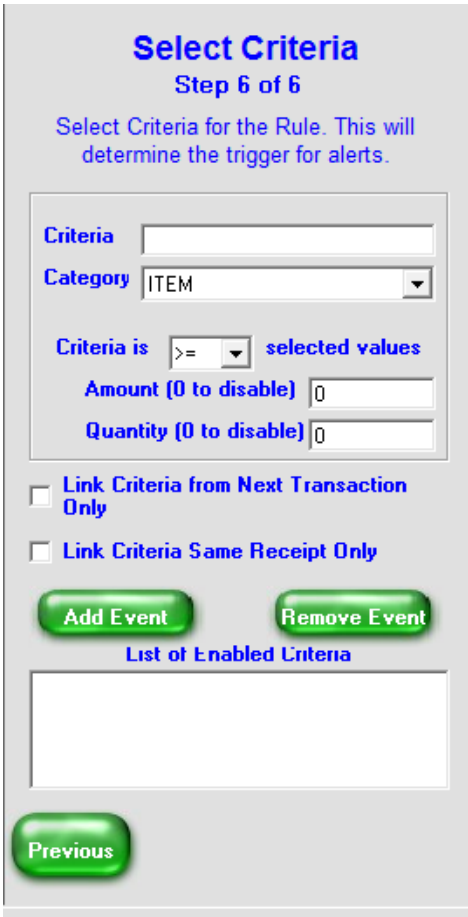
This section is divided into a list of the available alerts and the list of currently enabled alerts. To add an alert to the rule, select the alert from the list and choose the appropriate alert level. Selecting the **ALL** option will set the alert to issue at all levels. Click the **Add** button to enable the alert. The alert will appear on the enabled alerts list with current alert level. To remove an alert, select the alert from the enabled alert list and click the **Remove** button. To create a new alert, click the **Create Alerts** button, which will display the *Create Alerts* wizard (See Creating Real Time Monitoring Alerts).

By default, the rule is set to record the alert to the daily journal. If RTM does issue an alert with this option enabled, the alert will appear on the same interface data-stream that caused the original alert. This option can be disabled by un-checking the **Write Alert to Journal** option. To search for this alert, choose **System** under the Advanced Data Searches option in the Review.

Storekeeper also offers the *Delay Alert Message* option which sends all previous RTM alerts at the same time. In the case of email alerts, all the alerts will be sent as one message if possible. To enable this option for an alert, check the **Delay Alert** option and set the time. Please note that while Storekeeper will continue to write to the journal as each alert occurs, the messages will not be issued in real time.

## Step Six – Select Criteria

This is the menu where the criteria is set for the RTM rule. RTM searches each line of data for text that contains the criteria. The criteria are not case sensitive, but they are sensitive to spaces. Due to the large number of rules that must be verified for each line, Storekeeper requires that each criterion is matched to a data category (See Advanced Data Searches). Setting the **Amount** or **Quantity** fields along with the operator will ensure that only events that have an amount or quantity specified will be checked by the RTM rule. Setting the values to zero disables the **Amount** and **Quantity** fields. Please note that journal or system data may not have quantities or amounts and using these fields may cause these entries to be ignored.




Event order for the Real Time Monitoring rule is very important. Each event in the list is automatically linked to the preceding and next events if applicable. The first event entered will be the first event checked in the RTM rule. RTM will only begin to search for the next event when the preceding event occurs. This event will only trigger the next appropriate action if the event occurs within the specified *Time Frame* or *Time Out*. Otherwise, the rule will reset and begin searching for the first event in the rule. Only the last event in the list can trigger the alert. For the *Time Frame* option, the alert will be triggered only if the last event occurs (provided that all other conditions are met). For the *Time Out* option, an alert will be triggered only if the event does not occur within the specified time limit.

The **Link Criteria from Next Transaction** option is a special condition that requires the RTM rule to only examine data from the very next transaction on the same data-stream after the first event is triggered. This feature is particularly useful for monitoring activity usually associated between two immediate transactions. For example, this feature could be used to look for “Error Corrects” followed by “No Sales,” which usually indicates employee theft. Due to the nature of this feature, two--and only two--criteria are allowed in the rule when enabled.

The **Link Criteria Same Receipt Only** option is a special condition that limits the search of two criteria to exist within the same receipt only. The RTM engine accomplishes this by comparing receipt numbers. Criteria will effectively only be compared if they are found within the same receipt. If a new receipt begins within the data-stream, the Criteria being searched reverts back to your first Criteria.

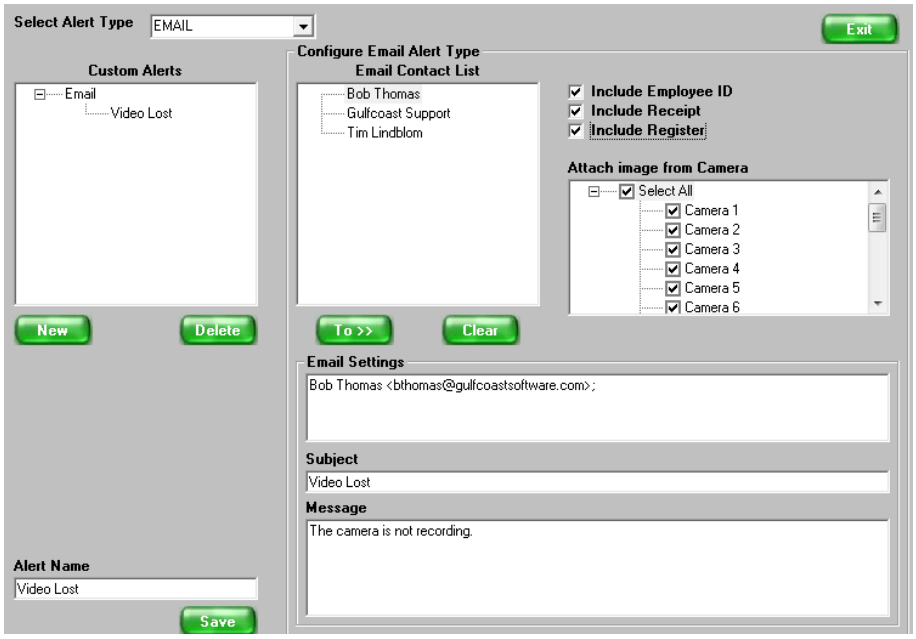
To add an event to the rule, type the criteria exactly as it appears on the receipt. Select the corresponding **Category** for the event. It may be helpful to first search for this item (see Searching with Data).

Set the **Amount** or **Quantity** fields to restrict the event. Click the **Add Event** button to add the event to the RTM criteria list. Take note of the event order. To remove the last event from the list, click **Remove Event**. Due to the nature of links, any corrections to an event necessitate removing any events that were applied after the event in question.

The **Lookback** feature adds the ability to look back in the data stream within a determined range of time, for a second criteria. In order to add a **Lookback** criteria, one criteria must first be added on this page of the wizard. You will then see the **Lookback** button appear in between the Previous and Save buttons. By clicking this you will bring up the a small form which will allow you to set a range of time to look back in the data.

## Creating Real Time Monitoring Alerts

*You may need to login to a higher level account to access this feature.*




Storekeeper offers custom email alerts for *Real Time Monitoring*. Currently, email alerts are the only available alert. To create, modify or delete a new alert, click the **Configuration** button at the bottom right corner of the screen and select the **Create Alerts** option. The *Real Time Monitoring* wizard also has a link to this wizard.

Alerts are categorized by their alert type (e.g., email) under the “Custom Alerts” list. Click on the alert in a category to view the alert’s details. To remove an alert, select the alert and click the **Delete** button.

## How to Email an Alert

To create a new email alert:

1. Click the **New** button.
2. Select a name or group from the *Email Contact List*.
3. Click the **To >>** button.
4. Type a subject line and a message to complete the email alert.
5. Save the alert by typing a name for the alert in the **Alert Name** box.
6. Click the **Save** button.
7. To edit the alert, select the alert to edit and its details will display. Make any changes and click the **Save** button.
8. When asked if you want to overwrite, click **Yes**.

To remove a name from the email list:

1. Click on the list. A cursor will appear, similar to word processors.
2. Hit *Backspace* or the *Delete* key on the keyboard.
3. To clear the entire list, click the **Clear** button.

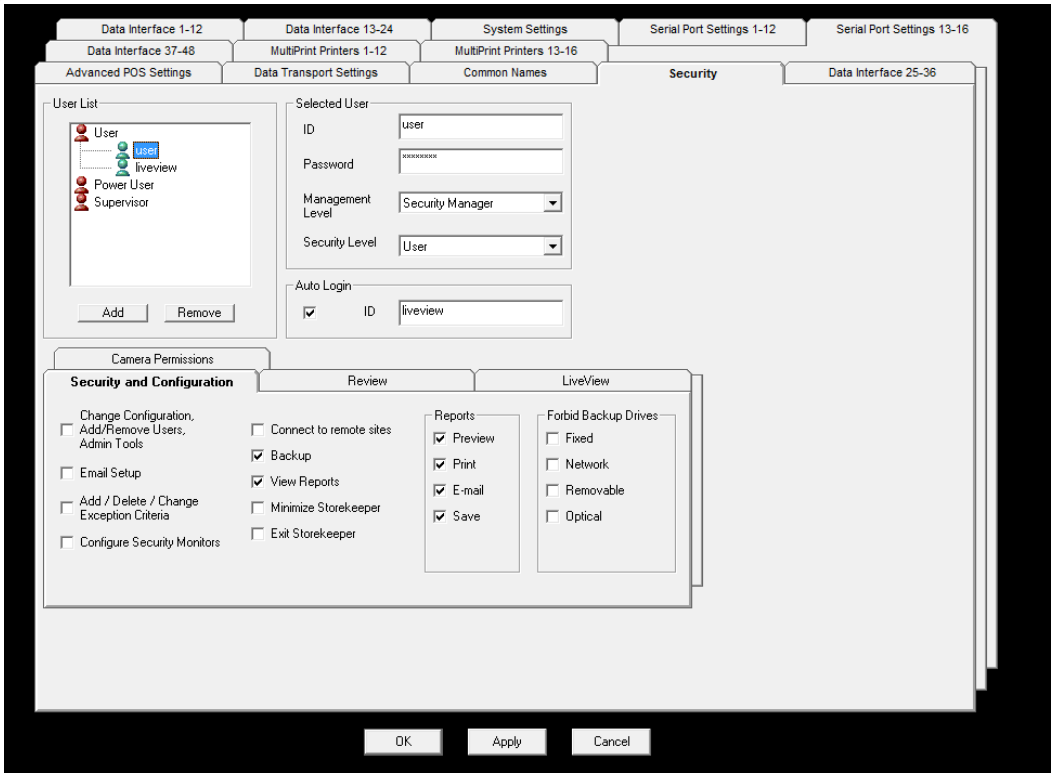
Storekeeper allows custom attachments that can be added to each email alert. Custom options include the receipt or transaction of the event that caused the alert, the employee id name or number, and the register that the event occurred on. To add any of these events to the email message, check the appropriate option. Storekeeper can also attach camera images to the email. Simply check the appropriate cameras.

# Securing the DVR

## How to Manage User Accounts

*You may need to login to a higher level account to access this feature.*

*This feature requires a valid software license.*




Storekeeper provides multi-user support and access control, allowing managers to lock down the entire DVR or just certain features. User accounts can be added and the permissions adjusted as needed. Also, a default login can be set so that a designated user is automatically logged in with the proper permissions every time Storekeeper is loaded.

To configure user accounts:

1. Click the **Configuration** button at the bottom right corner of the screen.
2. Select **System Configuration** from the menu.
3. Click the **Security** tab.

The *User List* displays all available user accounts.

To add a new user:

1. Click the **Add** button. This will bring up the Add User form.
2. Enter the new username and password.
3. Confirm the password.
4. Specify a password hint.
5. Set the management and security levels.
6. Click **OK** to add the new user or **Cancel** to cancel.
7. To view the user that was just added, click the appropriate level account (User, Power User, or Supervisor) under the User List. This will expand the node and display the newly-added user.

To change user permissions and settings:

1. Highlight the user in the *User List*. This will unlock all controls.
2. To add or take away user privileges, navigate through the tabs below the user list.
3. To enable a specific permission, check it. To disable it, uncheck it.

- *LiveView tab* enables or disables viewing live register streams
- *Review tab* enables or disables review or reviewing a specific register
- *Camera Permissions tab* enables or disables viewing a camera

To limit the number of cameras that are visible to the user:

1. Select the **Limit Cameras** checkbox.
2. Unselect the cameras you want hidden from the user.

To change a user's login ID, password, management level, or security level:

1. Highlight the user in the *User List*.
2. Adjust the settings from the *Selected User* panel to the right of the *User List*.

To enable the auto-login account (the account that is automatically logged in whenever Storekeeper is loaded):

1. Select the **Auto Login** checkbox under the **Selected User** pane.
2. Type in the login ID of the user you wish to make the default account.

Click **Apply** to apply the settings, **Cancel** to cancel, and **OK** to apply the settings and exit the Configuration screen.

*Please note that you must click **Apply** after changing a user's settings and before changing another user's settings or your changes will be lost.*

# How to Lock Storekeeper after User Inactivity

*This feature requires a valid software license.*

For security purposes, Storekeeper offers a timeout feature that will lock the software down after an administrator-specified amount of user inactivity.

To configure this feature:

1. Click the **Configuration** button at the bottom right corner of the screen.
2. Choose the **System Configuration** menu option.
3. Click the **System Settings** tab.

Under *Do the Following if System is Not In Use* panel:

1. Select the **Review Events Timeout** option.
2. Enter the number of minutes of inactivity that will trigger the lockdown.
3. Click the **OK** button.

# About Keyboard Options

Storekeeper allows administrators to lock special keys on the keyboard for security reasons, such as preventing the user from accessing the start menu by pressing the start menu button, or accessing the task manager with Ctrl+Alt+Delete. Enabling or disabling any of these options requires you to reboot the system.

***To Lock the Keyboard:***

1. *Select **Keyboard** from the Admin Tools menu.*
2. *Select the **Lock** option.*

***To Unlock the Keyboard:***

1. *To unlock the keyboard, select **Keyboard** from the Admin Tools menu.*
2. *Select the **Unlock** option.*

# Tools and Communication

## How to Send Emails

Storekeeper's email feature allows you to email important information and attachments, including images and reports, to contacts in your contact list. For the email feature to be usable, a contact list must be configured, along with the email server settings. See How to Configure Email Settings for more information.

The email screen allows you to choose recipients, enter an email subject, compose a message, and send attachments.

- Add the appropriate contacts by highlighting them in the contact list and clicking the **To>>** button.
- To remove a contact from the list of recipients, highlight the recipient and click the **<<To** button.
- Similarly, to add a contact to the carbon copy (CC) list, highlight the contact and click the **CC>>** button.
- To remove a contact from the CC list, highlight the recipient and click the **<<CC** button.

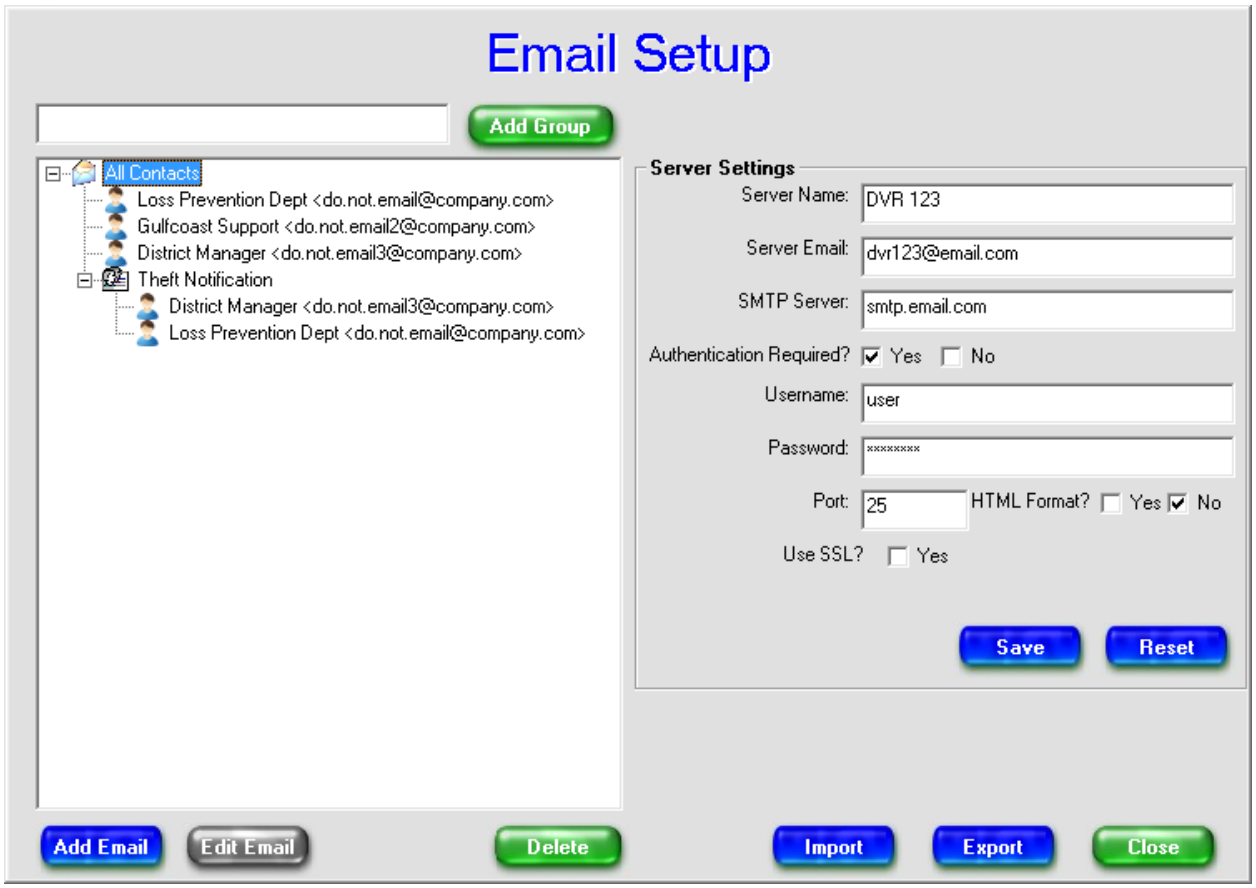
The subject line text box is located under the **Status** label on the right hand side of the form. A subject must be entered for successful email transmission to occur; however, a message is optional.

If you are emailing a report or picture, the report or picture will be listed in the attachments drop-down box located to the left of the **Clear** button beneath the message box.

- The **Send** button sends an email to the selected recipients.
- The **Status** label indicates the progress of the transmission and whether or not it was successful.
- The **Cancel** button cancels email transmissions.
- The **Clear** button clears all email fields.
- The **Done** button exits the email screen.

## How to Configure Email Settings

*You may need to login to a higher level account to access this feature.*




In order to use Storekeeper's email options, it is necessary to configure a contact list and email server settings.

1. Click on the **Configuration** button at the bottom right corner of the screen.
2. Select the **Email Setup** option.

***Email Groups***

Storekeeper supports a group hierarchy within the contact list.

To add an email group:

- Type in a group name and click the **Add Group** button.
- Alternately, right-click any node in the tree and select **Add New Group**. Type a name and hit the Enter key or click elsewhere.

*If you highlight a group node before adding a new group, the new group will be added as a subgroup of the highlighted group; if you highlight a copy of a contact in a group before adding a new group, the new group will be added as a subgroup of*

*the group containing the highlighted contact.*

A group can be dragged and dropped into another group to create a subgroup. Contacts can be dragged and dropped into a group or subgroup. You can also right-click a group and select **Cut**. When you right-click another group and select **Paste**, the cut group will now be a subgroup of the group pasted to.

To delete a group:

- Highlight the group name and click the **Delete** button on the bottom left of the screen.
- Or right-click the group and select **Delete**.

When you delete a group, you will be asked whether you want to delete all sub items of that group. If you answer Yes, all subgroups and copies of contacts within that group will be removed as well. If you answer No, all subgroups and copies of contacts within that group will be moved to the parent group of the group you deleted. If you answer Cancel, nothing will be deleted.

To rename a group:

- Click on the group name, type a new name and hit the Enter key or click elsewhere.
- Alternately, right-click on the group name, select **Rename**, type a new name and hit the Enter key or click elsewhere.

***Email Contacts***

To add a contact:

1. Select a group you would like the contact to be a member of.
2. Click **Add Email.** Alternately, right-click the group or any of the group's members and select **Add New Email**.
3. Type the name and email address into the form that appears.
4. Click the **Save** button.

To place a contact into a group:

- Drag and drop it to the group.
- Alternately, right-click the contact, select **Copy** or **Cut**, right-click the destination group, and select **Paste.**

To delete a contact:

1. Highlight the contact and click the **Delete** button.

Deleting a contact will also delete it from any group it is in; deleting a contact from a group will delete only that copy of the contact.

To edit a contact:

- Select the contact, click **Edit Email**, edit the name or email address, and click **Save**.
- Alternately, right-click the contact, select **Edit Email**, edit the name or email address, and click **Save.**

***Importing and Exporting Email Contacts***

Storekeeper allows you to import contacts from a database or a text file of comma-separated values (CSV), as well as export the current list to a database or CSV file.

To import a contact list:

1. Click the **Import** button on the bottom right corner of the screen.
2. Browse to the database or CSV file of contacts.
3. Click the **Open** button.

To export the contact list:

1. Select the group you wish to export.

*To export all contacts and groups, select the **All Contacts** group. To export a specific group and all of its members, select that group only.*

2. Click the **Export** button on the bottom right corner of the screen.
3. Select a location to save the exported file to.
4. Select the export format (Gulfcoast Email DB file or a CSV file).
5. Set the export filename.
6. Click **Save**.

***Email Server Settings***

In order to send emails from Storekeeper, you are required to enter the enterprise email server settings, including:

- Server name
- Server email
- SMTP server
- Username (if any)
- Password (if any)
- Port

You may also specify whether to use authentication, SSL, or HTML format.

- To clear your changes and revert back to the currently saved settings, click the **Reset** button.
- When you are finished, click the **Save** button to apply these settings.

- To exit the Email Server Settings, click the **Close** button on the bottom right corner of the screen.

# Training

Among Storekeeper's user-friendly features is a training manual that is accessible from the software. To view the manual:

1. Click the **Help** button below the camera viewing area.
2. Choose **Associate Training**.
3. A login box will appear, prompting you to enter a first and last name as well as an employee/identification number.
4. After you login, a PowerPoint presentation will appear and allow you to select topics for training.
5. After you exit the presentation, a screen stating that you viewed the presentation will appear.
6. Click the **Ok** button to record participation in the training. Click the **Cancel** button if you do not wish to record participation in the training.

## How to Configure the Camera for the Training History Report

You can elect to record an image of each employee who views the training presentation. The camera used for this can be configured under the Configuration page.

1. Click on the **Configuration** button on the bottom right corner of the screen.
2. Choose the **System Configuration** option from the menu.
3. Click on the **System Settings** tab.
4. Choose the camera you would like to use to record the training participants within the Tutorial Settings group.
5. Click the **OK** button to save your settings and exit this form.

# How to Take a Screen Shot

*This feature is disabled if Storekeeper is loaded in Multi-monitor mode.*

*You may need to login to a higher level account to save to any location other than "My Documents".*

Storekeeper's Screen Shot feature allows you to capture an image of the entire screen. This can be useful when you need to capture an image of the POS data alongside the video for documentation purposes, or if you need to report a problem or an error to the Gulfcoast Software Solutions development team.

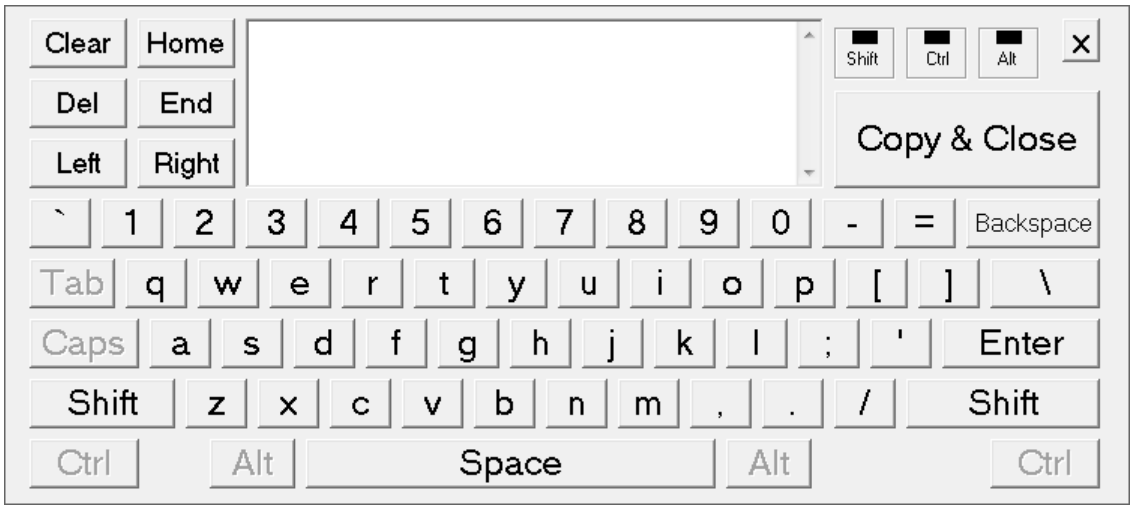
To save a screen shot:

1. Click the **Screen Shot** button underneath the camera viewing area.
2. Choose the **Save Screen** option. A dialog box will appear.
3. Browse to the location where you would like to save the file.
4. Click **Save** to save the screen shot or **Cancel** to cancel.

To print the entire screen:

1. Choose the **Print Screen** option.
2. Choose the printer from the dialogue box that appears.
3. Click **Print** to print the screen shot or **Cancel** to cancel printing.

## The On-Screen Keyboard


Clear
Home
Del
End
Left
Right
Shift
Ctrl
Alt
Copy & Close
` 1 2 3 4 5 6 7 8 9 0 - = Backspace
Tab q w e r t y u i o p [ ] \
Caps a s d f g h j k l ; ' Enter
Shift z x c v b n m , . / Shift
Ctrl Alt Space Alt Ctrl

Instead of relying on the physical keyboard to type and enter data, Storekeeper supports an on-screen keyboard feature. The on-screen keyboard displays a visual keyboard with all the standard keys, enabling you to select keys using the mouse or another pointing device.

To turn on the on screen keyboard:

1. Click on **Configuration** button at the bottom right hand side of the screen.
2. Choose the **On Screen Keyboard** option from the menu. This will place a checkmark by the option.

When you are done typing with the on screen keyboard, press the **Copy & Close** button to copy what you typed back to the control that triggered the keyboard to appear.

To hide the on screen keyboard, click the **X** button in the upper left corner of the on screen keyboard.

To turn off the on screen keyboard:

1. Click on **Configuration** button at the bottom right hand side of the screen.

2. Choose the **On Screen Keyboard** option from the menu. This will remove the checkmark by the option.

# Service and Support

## How to Access the User Manual

1. Click the **Help** button.
2. Select the **Software User Manual** menu option.
3. Click a topic from the list on the left to bring up the corresponding information on the right.

## How to View Software Version Information

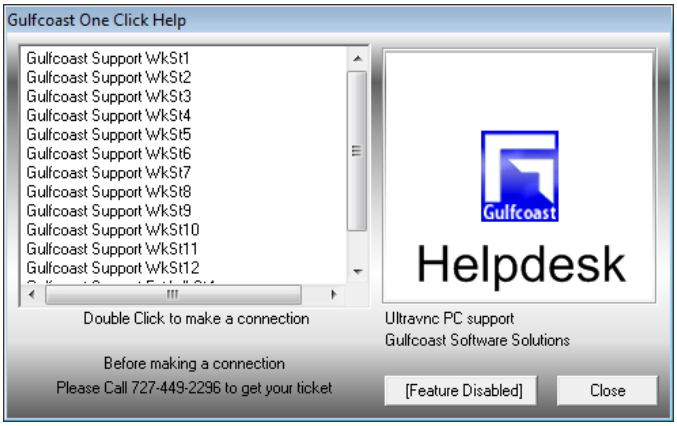
Each version of Storekeeper comes with a specific, pre-defined feature set. For troubleshooting purposes, it is often useful to know which version of Storekeeper is installed at a given site.

1. Click on the **Help** button.
2. Choose **About Storekeeper** from the menu to bring up the About screen. The About screen includes:
    a. Gulfcoast technical support telephone number
    b. Gulfcoast website address
    c. Software version
    d. Copyright information
    e. Versions of various Gulfcoast Software Suite components
3. To exit the About screen, click anywhere on the About screen.

The **Check Databases** button will display a tabular list of all Storekeeper databases along with their version numbers and any available notes.

- Technical issues can often be resolved by reporting the database version to a Gulfcoast support staff member.
- To exit the Check Databases screen, click anywhere on the area surrounding the database list.

# About One-Click Online Help

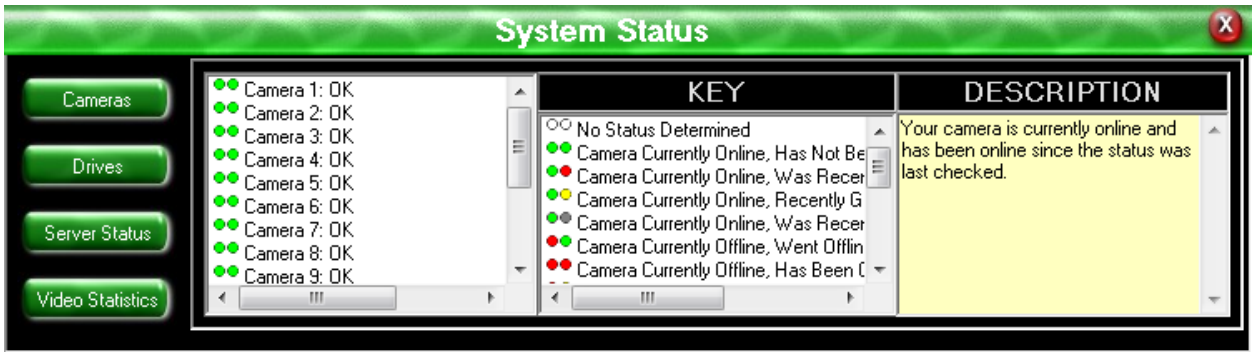



Storekeeper provides a help utility that allows Gulfcoast support staff to access the DVR at the click of a button for troubleshooting purposes.

1. Click the **Help** button under the camera viewing area.
2. Choose the **One-Click Online Help** option from the menu. The Gulfcoast One-Click Help application will appear.
3. Follow the instructions to call Gulfcoast support and get your ticket.
4. Double-click the workstation your technician indicates to make a connection.

The **Close** button will close the application.

# About the System Status




Storekeeper's System Status feature provides a visual view and textual information about the status of various aspects of a Gulfcoast DVR, including the cameras, drives, and servers. Click the **System Status** button on the bottom of the screen to view the system status panel.

### Camera Status

Click the **Cameras** button to view the status of the connected cameras. This reveals a three-paneled frame that shows the camera list, status key, and status description.

Each camera in the list shows a status, name, and brief description. The status is indicated by a colored icon. The key panel describes what each status icon means. To display a full-length description of the status, including troubleshooting techniques, highlight the status in the **Key** panel.

### Drive Status

To view a list of hard drives and available space, click the **Drives** button. Hit the **Refresh** button to refresh the list.

### Server Status

*You may need to login to a higher level account to access parts of this feature.*

To view the status of the GeoVision Webcam Server, the Gulfcoast Live Server, or the Gulfcoast Remote Video Server, click the **Server Status** button. Remote users cannot see or hear live audio if the GeoVision Webcam Server is not running. Remote users cannot connect to the DVR if the Gulfcoast Live Server is not running, and remote users cannot review video, audio and data if the Gulfcoast Remote Video Server is not running.

- If the Webcam Server is not running, click the **Launch** button.
- If Live Server or Remote Video Server is not running, you can click **Restart** to button to start the servers.
- Click the **Refresh** button to recheck the status of a server.
- Click the **Show Server** button to view either the Live Server or the Remote Video Server user interface.

### Video Statistics

To view video storage statistics and estimates, click the **Video Statistics** button. Video statistics only apply to GeoVision-based DVRs and include details about camera group size, earliest day recorded, the estimated number of days a group can record, and the percent of disk usage for each camera.

# About the Communications Window

The **Communications** window displays communication and status information for each interface in Storekeeper.

Each interface has its own status display that indicates whether or not the interface is enabled and if the interface has received any communication.

- When an interface is **disabled**, the corresponding interface displays “Off” in the status window.
- When an interface is **enabled**, it will display either a blank window or numbers. Numbers indicate that the interface has received data from its device.
- Hover the mouse over the status display to display a tool-tip status giving further device information.

The **Communications** window is divided into six groups of eight interfaces each.

- To view a particular status display, click the appropriate group button.
- To reset the status display, click the **Clear All Registers** button.
- When numbers appear and change in the register window, it indicates that Storekeeper is receiving data and that communication devices are functioning correctly.

The **Systems Communication** window displays network interface information for each enabled Data Transport. The information contained in this window displays the connection state for the Data Transport and any errors that have occurred.

The **Communications** window can also display raw serial data for serial ports 1 - 6 (Com Port).

- When enabled, this window will display all the characters and character codes that the selected serial port receives through its device. Letters, numbers, and punctuation are displayed normally. All other ASCII printer codes are displayed with brackets around each code.
    1. To view raw data, the raw capture must be enabled for the interface with that serial device.
    2. To clear the System **Communications** window, click the **Clear Communications Windows** button.

## How to Contact Gulfcoast Software Solutions, LLC

You can reach our help desk at **(727) 449-2296** Monday through Friday (except for holidays) from 8am to 5pm Eastern Standard Time.

For emergency support outside of our normal business hours, please contact our Emergency Help Line at **(727) 656-3585**. The Emergency Help Line is open 24/7 year round. Feel free to call the Emergency Help Line if the DVR is not recording video, will not stay powered on, or will not come on at all. You should also call it if the police are on site and help is needed to make a backup.

You can also email Gulfcoast Software Solutions, LLC technical support at support@gulfcoastsoftware.com.

# Troubleshooting

## Video does not display in Review mode.

**No cameras are listed in the camera panel above the Camera/Audio Options button.**

See the section Clicking the Review button or a remote site on the Review button popup menu does nothing.

**No dates or clip times display after clicking a camera in the local DVR Search Video menu.**

See the section There is a problem with the GV Media Manager service.

**The video area displays "Failed to get requested video. Could not find file…"**

The file is listed in the GeoVision databases but does not exist on the DVR you are reviewing.

1. Shut down Multicam on the local DVR or the site you are connected to.
2. Run the GeoVision Repair DataBase Utility.

**The video area displays "Failed to get requested video. Could not find the XXXX codec."**

Install the GeoVision codec indicated by the four character code supplied. You will need to reinstall Storekeeper and be sure to select the necessary codec during the installation process.

**The video area displays an error "Failed to get requested video."**

Followed by:

- "The pipe endpoint … could not be found on your local machine."
- "There was an exception while searching GV Media Manager database … The file may be corrupt or have unexpected data."
- "Failed to get requested video. The communication object, System.ServiceModel.Channels.ServiceChannel, cannot be used for communication because it is in the Faulted state."

The GV Media Manager service on the DVR you are reviewing has encountered an error and/or is not running. See There was an error with the GV Media Manager service.

## Video does not display in Local Live mode or on the security monitors.

**You do not see any GeoVision cameras on the local DVR.**

Confirm that you can see video in Multicam and that you have configured Storekeeper to work with Multicam (See Setting Storekeeper to work with Multicam).

You may need to reinstall Storekeeper.

## Video plays too quickly in Windows Media Player.

Some versions of Multicam store video such that Windows Media Player cannot play the video back at normal speed.

You can convert the individual video files to play back at normal speed with the **GVExportAvi** tool.

1. Click on the **Configuration** button in the lower right corner of the screen.
2. Select **Admin Tools**.
3. Select **Open Tools Folder.**
4. Run **GVExportAVI**.
    a. It will ask you for the name of the file you wish to convert.
    b. It will give you some options including whether or not you want the time stamp for each video frame visible during playback.
    c. The file it produces will play back at normal speed in Windows Media Player.

The Advanced Save Video option launches the GVExportAVI tool. Use this option if it is available.

## The Advanced Save Video option is not available.

1. If the option is visible, but disabled then you may need to log into a higher level account to access this feature.
2. If you are logged into the highest level account and the option is still visible but disabled, the video you are reviewing is not a GeoVision video file. This option is only available for video recorded with GeoVision Multicam.
3. If the option is not visible, then the GVExportAVI tool is missing from the Tools folder. Reinstall Storekeeper.

## Audio does not play.

### You do not hear live audio on the Local DVR.

1. Confirm that Multicam is recording audio and that you have configured Storekeeper to work with Multicam (See Setting Storekeeper to work with Multicam).
2. Confirm that Waveout is enabled in Multicam for each of the audio channels you would like Storekeeper to play.
3. Confirm that the system can play audio files (try opening an audio file in media player to see if you can hear it).
4. Confirm also that you have selected an audio channel and that the volume slider is up in the Storekeeper live screen.

You may need to reinstall Storekeeper.

### You do not hear live audio on a remote DVR.

1. Confirm that Multicam is recording audio and that you have configured Storekeeper to work with Multicam (See Setting Storekeeper to work with Multicam) on the remote system.
2. Confirm that the client system (not the remote DVR) can play audio files (try opening an audio file in media player to see if you can hear it).
3. Confirm that you have selected an audio channel and that the volume slider is turned up on the Storekeeper live screen.

You may need to reinstall Storekeeper.

### You do not hear review audio on either a local or remote DVR

1. Confirm that Multicam is recording audio and that you have configured Storekeeper to work with Multicam (See Setting Storekeeper to work with Multicam) on the remote system.
2. Confirm that the local system (not a system you are connected to over a network) can play audio files (try opening an audio file in media player to see if you can hear it).
3. Confirm that you have selected an audio channel and that the volume slider is turned up on the Storekeeper live screen.
4. If the audio channel menu reads "**DirectSoundAudioPlayer could not be initialized**," then Storekeeper could not detect a sound card on your system. Also verify that you have a sound playback device on your system or that speakers are attached to your system as that will sometimes register in windows as the absence of a sound playback device. Then exit Storekeeper and re-launch it. Verify that the audio channel menu no longer displays that error.
5. If the audio channel continues to read "**DirectSoundAudioPlayer could not be initialized**," then DirectX 9 might need to be installed. Verify that you have DirectX 9 installed.

## Multicam does not display correctly.

If Multicam does not display in the upper right corner of the screen or does not appear to have the same skin as the images in the Viewing Multicam or Instant Review sections, then you need to re-skin Multicam. To skin Multicam, reinstall Storekeeper.

## Video Statistics do not display

See the section There is a problem with the GV Media Manager service.

## There is a problem with the GV Media Manager service.

The GV Media Manager service may not be running. Verify that the GV Media Manager service is running

1. Click Start->Run.
2. Type services.msc and click **OK**.

3. Find GV Media Manager in the service list, right click the service and click **Start** if it does not already say that the service is running.

If the service is running and the problem persists, the databases may be corrupt. Stop the service, delete the databases and restart the service.

4. Click Start->Run.
5. Type services.msc and click **OK**.
6. Find GV Media Manager in the service list, right click the service and click **Stop** if it says that the service is running.
7. Navigate to the MediaManager subfolder of the Storekeeper folder (usually C:\Program Files\Storekeeper\MediaManager). You can click Start->My Computer to open up Explorer to navigate there.
8. Delete the contents of the MediaManager folder by selecting all files and pressing the **Delete** key. Answer "Yes" if prompted.
9. Restart the service by following steps 1 through 3 above.

If the problem persists beyond the above solutions, you may need to delete all databases including the GeoVision camera databases and rebuild them all.

10. Follow steps 4 through 8 to shutdown the GV Media Manager service and delete its databases.
11. Shut down Multicam on the local DVR or the site you are connected to.
12. Run the GeoVision Repair DataBase Utility.
13. Restart the service by following steps 1 through 3 above.

## The Exception List (X-List) definitions do not match my Point Of Sale (POS) type (or the X-List is all zeros).

You need to run the Storekeeper Configurator. Navigate to the Tools subfolder in the Storekeeper folder. You can get there by clicking on the **Configuration** button in the lower right corner, selecting **Admin Tools** and then selecting **Open Tools Folder**. You must exit Storekeeper before continuing. Run the **Storekeeper Configurator** installer. Select the correct POS type for your system and choose **No** when asked if you want to preserve your current X-List settings. Start Storekeeper again and confirm that it has the correct X-List settings.

See Configuring the Exception List.

## I can't connect to a remote DVR that is running Storekeeper.

1. Make sure that the remote DVR has been upgraded to the latest version of Storekeeper. Older servers may fail for various reasons.
2. Check the server status of the DVR you are trying to connect to.
3. See Setting Up a DVR for Remote Connection.
4. See System Status for information that may address this issue.

## I can connect to a remote DVR but I can't review data, video or audio.

The Remote Video Server is either not running or has encountered an error. See I can't connect to a remote DVR that is running Storekeeper.

## Storekeeper does not start up or has a fatal error when it loads up,

- If it has a fatal error, reinstall Storekeeper.
- If it simply is not loading up on a DVR after the system reboots, confirm that the Storekeeper icon is in the Startup programs group. If it is not, copy the Storekeeper shortcut from the Gulfcoast Software Solutions group to the Startup group.
- If Storekeeper is freezing during the load process, then it may be that a POS connection is locking Storekeeper up. Try renaming the **Storekeeper.ini** file in the INI subfolder of Storekeeper and reinstall Storekeeper. You will have to reconfigure Storekeeper's POS settings following this.

## Storekeeper says "UNREGISTERED COPY," but the system has a valid license.

1. Verify that the review screen is normal when you click on the **Review** button in the upper left corner. You should see cameras listed in the Cameras tab after clicking the **Cameras/Audio Options** button. You should not see the **Network Activity** indicator perpetually above the software version and time of day indicator along the right edge of the screen.
    a. If you do not see cameras listed and you see the **Network Activity** indicator continuously along the right edge of the screen, then reinstall Storekeeper.
2. If you have a USB based license, verify that it is plugged in and that the red light inside of it is on.
3. Verify that the Sentinel HASP License Manager service is running.
    a. Click Start->Run.
    b. Type services.msc and click **OK**.
    c. Find Sentinel HASP License Manager in the service list, right click the service and click Start if it does not already say that the service is running.

You may have to exit and re-launch Storekeeper after any one of these steps in order to see if it solved the problem.

## Clicking the Review button or a remote site on the Review button popup menu does nothing.

The .Net library, **VideoReviewInterop.dll**, could not load. Verify that .Net 3.5 is installed on the system. You may need to reinstall Storekeeper after installing .Net 3.5. Make sure that you run the **Storekeeper Installer** with administrator rights. The Storekeeper installer might need

administrator rights to run the .Net interop library installer (**microsoft.interopformsredist.msi**) which can also be found in the Tools subfolder of Storekeeper.

If .Net 3.5 is installed, it may be corrupted. Yes, we have seen this happen before. You may need to uninstall all versions of .Net, and reinstall them again before reinstalling Storekeeper.

# Problems running Storekeeper in Windows Vista or Windows 7

Verify that Storekeeper is loading with administrator privileges. You may need to right-click the Storekeeper executable, click **Properties**, select the **Compatibility** tab, and check **Run this program as an administrator**. You may have to reinstall Storekeeper with administrator privileges as well. You can do so by right-clicking the Storekeeper installer and selecting **Run as administrator**.

# I don't see any Point Of Sale (POS) data, or POS data is garbled or has funny characters.

- Is the POS configuration correct in Storekeeper? If so, see Configuring Data Capture.
- Is the POS interface serial?
    - If so:
        - Troubleshoot a Serial Port
        - Troubleshooting POS Cable Connections
        - Troubleshoot a POS to See If It Is Transmitting Data
    - If not:
        - Contact Gulfcoast Software Solutions, LLC.

## How to Troubleshoot a Serial Port

***Verify Windows functionality:***

1. Determine that Windows recognizes the serial port and that it shows no errors.
2. Browse to the Device Manager located in Control Panel.
3. Serial ports are listed under "Ports."
4. Look for any warnings or "device not recognized" messages from windows.
5. If any warnings are found, try loading the drivers for the serial device.
6. The manufacturer will have the drivers available.

***Test serial device for functionality:***

1. A null modem serial cable and another working serial port are required.
2. Plug the null modem serial cable into the available serial ports.
3. Set up the HyperTerminal to receive data from the serial port:
    a. In Windows, open the HyperTerminal program by clicking Start Menu => All Programs => Accessories => Communications.
    b. HyperTerminal is designed for modem communication and may request phone information. Disregard and cancel all phone requests.
    c. Choose a default name for the "Connection Description."

   d. HyperTerminal will request connection set up information. Select the appropriate serial device (labeled as a “Com” device).
   e. HyperTerminal will also request serial port settings.
   f. Settings should be as follows:

| | |
|---|---|
| ***Bits per second (Baud Rate)*** | *9600* |
| ***Data Bits*** | *8* |
| ***Parity*** | *None* |
| ***Stop Bits*** | *1* |
| ***Flow Control*** | *None* |

   g. HyperTerminal is now ready to receive data through the serial port.
4. Set up a generic printer on the other serial port.
   a. Browse to the Printers and Faxes window by clicking Start Menu → Control Panel → Printers and Faxes.
   b. On the blue task bar, select the “Add a printer” option.
      i. If the blue task bar is not present, click the “File” button on the window and select “Add a printer.”
   c. The “Add Printer Wizard” will appear.
   d. Select the “Local printer attached to this computer” option and click Next.
   e. Select the “Use the following port:” option and choose the appropriate serial port. This port should not be the port set up in HyperTerminal. It must be the other port connected by the null modem cable.
   f. Under “Install Printer Software,” select “Generic” on the “Manufacturer” list and choose the “Generic / Text Only” option from the “Printers” list. Click Next.
   g. If the wizard states that a driver already exists, overwrite the driver. This ensures that the driver is a fresh copy.
   h. Set the name of the printer and click Next.
   i. Do not share the printer. Click Next.
   j. Print a test page. HyperTerminal will display the test page immediately if the serial port is working. If no test page prints, then the serial port is not functional.
5. Print a test page. (This step is included in the “Add a printer” wizard.) To print a test page after the generic printer has already been setup:
   a. Right-click on the generic printer in Windows Explorer. A menu will appear. Click “Properties” from the menu.
   b. On the main properties window, there is a button to print a text page.
   c. The serial port can also be changed on the “Ports” tab.
   d. HyperTerminal will display the test page immediately if the serial port is working.
   e. If no test page prints, one of the following may be the cause:
      i. The serial port is not functional.
      ii. The cable is connected to the wrong port.
      iii. The null modem cable is bad.

## Troubleshooting POS Cable Connections

If troubleshooting POS communication and all settings are correct on both the DVR and the POS, check the physical crimps and the standard pin outs. See Standard Cabling for details on

the standard POS cable connections required for data communication between the Digital Video Recorder (DVR) and the POS.

***Aloha***

This is a serial interface that connects to the Aloha Back Office computer. Select an available serial port on the Back Office.

- The setup for this configuration requires a standard female DB9 – RJ45 adapter at the DVR and at the Aloha Back Office.
- Use a standard Cat 5 Cable from the POS to the DVR with RJ45 connectors on both ends.
- Plug the cable into both DB9 – RJ45 adapters at the DVR and at the Aloha Back Office.

***Armored Safe BiComm***

Armored Safe BiComm uses the CacheTALK III protocol to communicate with the Armored Safe. This interface does not require the CacheTALK III device and does not have the advanced features of the CacheTALK III device. Storekeeper requires a direct connection to the safe.

1. Run a standard Cat 5 Cable from the safe to the DVR.
2. On the Safe end, pin out a standard DB9 to RJ45 converter.
3. On the DVR, pin out DB9 to RJ45 as follows:
    a. Serial port pins Send & Receive are swapped (2 & 3).
    b. Pin 2 is black, pin 3 is orange.
    c. Ground (green) goes to pin 5.
    d. Remove all other pins (they are not used).
4. Note: Armored Safe documents state that the pin out should be a straight through and not a null modem**.**

***Armored Safe CacheTALK III***

The Armored Safe CacheTALK III interface requires the use of the Armored Safe CacheTALK III device to communicate with the Armored Safe. The CacheTALK III device typically uses a female–to-female straight through serial cable to communicate with the Armored Safe. Create a Y connection between the safe and the CacheTALK III device. According to the Armored Safe documentation, pins 2 and 3 are switched at the safe. Therefore, pin 2 is the transmit line (TxD) at the Armored Safe and the receive line (RxD) at the DVR.

1. Pin out one standard female DB9 – RJ45 and one standard male DB9 – RJ45.
2. Plug one standard Cat5 into the female DB9 – RJ45 adapter.
3. Plug the other end of the Cat5 cable into RJ45 coupler.
4. Connect the RJ45 splitter to the coupler.
5. Plug one standard Cat5 cable into one side of the splitter.
6. Connect the other end of the Cat5 cable into the male DB9 – RJ45.
7. Disconnect the CacheTALK III from the Armored Safe and connect it to the male DB9 – RJ45.
8. Plug the female DB9 – RJ45 into the Armored Safe’s now vacant serial port.
9. Test the connection by ringing in a transaction or a ‘No Sale’ on the register.

   a. If the printer does not print, check all crimps and connectors.
10. Run a Cat5 cable from the Armored Safe to the DVR.
11. Select a single pair of wires from the Cat5 cable and pin as follows:
    a. Pin 2 at the Armored Safe goes to pin 2 on the DVR.
    b. Pin 5 goes to pin 5.
12. Connect the Cat5 to the splitter and to a standard DB9 – RJ45 adapter.

***Armored Safe Serial***

A cable on the safe motherboard must be moved to set up this interface. Therefore, the safe motherboard must be removed from the Armored Safe for data communication. Turn off the power to the safe and unplug the power source from the wall. Be sure to follow proper grounding procedures. Open the safe and remove two bolts under the motherboard from within the main safe compartment. With Gently extract the motherboard. The control panel at the front of the safe slides easily away from the safe. On the board, the port labeled “MODEM” holds a cable that must be moved to the port labeled “SERIAL”. Once complete, return the motherboard to the safe and secure it tightly. Power may be restored to the safe at this point.

1. Pin out two standard female DB9 – RJ45s.
2. Attach one DB9 adapter to the DVR and one DB9 to the Armored Safe.
3. Connect the DB9 adapters with a standard Cat5 cable.

***AT Systems CMS8000 (Garda)***

This interface is a network interface and requires that both the safe and the DVR share the same network.

***Autogas***

This interface is a network interface and requires that both the Autogas register and the DVR share the same network. Communication is facilitated through the Windows network via the Mapped Drive connection.

*Windows NetBEUI Protocol (optional)*

1. If the Autogas register does not appear on the Network (under “My Network Places” in Windows), the NetBEUI protocol must be enabled.
2. On the DVR, browse to the “Control Panel =>Network Connections” page. Select the Local Area Connection that is connected to the same network as the Autogas.
3. Open the “Local Area Connection Properties” page.
4. Click the “Install” button, select “Protocol,” and click the “Add” button to add the protocol.
5. Enable the NetBEUI protocol and click “OK” to install the protocol.
6. For Autogas registers using the Windows Server 2000 OS, the NetBEUI protocol must come from the Windows Server 2000 version of the NetBEUI protocol.

*Autogas Configuration*

1. Share the “POS” folder on the Autogas register.
2. The folder may already be shared.

*DVR Mapped Drive Connection*

1. In Windows, browse to the Autogas register through My Network Places.
2. Select the “C-Drive,” right-click on the folder, and select “Map Drive.”
3. Select the appropriate drive letter and click the “Ok” button.
4. Repeat for every additional register

***Garda CMS8000 (AT Systems)***

This interface is a network interface and requires that both the safe and the DVR share the same network.

***General Serial Printer***

Standard serial printer interface:

1. Pin out one standard female DB9 – RJ45 and one standard male DB9 – RJ45
2. Plug one standard Cat5 into the female DB9 – RJ45 adapter.
3. Plug the other end of the Cat5 cable into the RJ45 coupler.
4. Connect the RJ45 splitter to the coupler.
5. Plug one standard Cat5 cable into one side of splitter.
6. Connect the other end of the Cat5 cable into the male DB9 – RJ45.
7. Disconnect the Printer from the POS and connect to the male DB9 – RJ45.
8. Plug the female DB9 – RJ45 into the register’s now vacant serial port.
9. Test the connection by ringing in a transaction or a ‘No Sale’ on the register.
    a. If the printer does not print, check all crimps and connectors.
10. Run a Cat5 cable from the register to the DVR.
11. Select a single pair of wires from the Cat5 cable and pin as follows:
    a. Pin 3 on the register goes to pin 2 on the DVR.
    b. Pin 5 goes to pin 5.
12. Connect the Cat5 to the splitter and to a standard DB9 – RJ45 adapter.

***Gilbarco – Old Style (Tan case)***

This setup requires a Cat 5 Cable from POS to DVR with RJ45 Connectors on both ends.

1. Pick one pair for each POS.
2. Crimp the Gilbarco end into pins 2 and 4 and plug the cable into the “Journal Printer” port on Gilbarco CPU.
3. Crimp the DVR end into pins 2 and 5, plug the cable into the female DB9 to RJ45 adaptor and connect to a serial port on DVR.
4. Pin out a standard male DB9 to RJ45 – DVR end.
5. Go into G-Site programming, set Journal Printer to “Security” and reboot.
6. For G-Site software version 97.1.25 –Make the following changes:
    a. G-Site end: crimp pins 2,4 & 5 and put a jumper from 1 to 8.
    b. DVR end: pin 2 from G-Site to pin 2 at DVR, 4 from G-Site to 5 at DVR, and 5 from G-Site to 4 at DVR.
    c. Go to G-Site Programming and set Journal Printer to Citizen 3530 and Reboot the G-Site.

***Gilbarco – New Style (Black case)***

This setup is the same as that of the Gilbarco Old Style, with the following exceptions:

1. Use three conductors of Cat 5 cable. Crimp the Gilbarco end in pins 2,4 & 5 and put a jumper from pins 1 to 8.
2. On the DVR end: Pin out a DB9 Female to RJ45 connector to "Standard" pin out as shown on the top of the page.
3. Crimp the RJ45 – DVR end as follows: Pin 2 from POS to Pin 2 at DVR; Pin 4 from POS to Pin 5 at DVR; and Pin 5 from POS to PIN 4 at DVR.

***Micros 3700***

This interface is a network interface and requires that both the Micros 3700 and the DVR are on the same network. The Micros 3700 uses a mapped drive connection to communicate with the Gulfcoast DVR. In addition, the batch file that manages the End Of Day journal archive must be modified to include the following settings:

*Mapped Drive Connection*

1. Locate the Journals folder.
2. The Default path is "D:\Micros\Res\Pos\Journals."
3. Share the "Journals" folder if neither it nor any of its parent folders are shared.

*End of Day*

The Micros 3700 End of Day does not notify Storekeeper of the EOD. Since knowing this information is required by Storekeeper to trigger the release of the journal file, one of the batch files run by the Micros 3700 during the EOD process must be modified. Due to the highly configurable nature of the Micros, their EOD process may use different batch files then what is described here.

*Recommended:*

1. Edit the "RenameJournals.bat" file by right-clicking on the file and selecting the "Edit" option on the menu. If Windows requests a program to edit the file, select "Notepad"
2. Locate the "del" keyword ("del" is not case sensitive)
3. Insert 2 lines EXACTLY as written:
    a. for %%i IN ("D:\Micros\res\pos\journals*.txt") do echo End OF Day >> %%i
    b. @ping 1.1.1.1 /n 1 /w 6000

*Mapped Drive connection*

1. From the DVR, browse to the "My Network Places" folder and locate the workgroups. The Micros back office is usually labeled "Micros1"
2. Open the Micros folder and select either the actual or the root folder of the "Journals" folder located above in the Micros Setup step.
3. Right-click on the folder to display a menu, and select the "Map Network Drive" option. Windows will display a new window.
4. Choose the "M:\" drive letter, or another appropriate drive, and click "OK."

***Micros Serial, Micros-IDN***
This interface uses a connection to the register's printer. Use the general printer interface.

***Oneac***
The Oneac Uninterrupted Power Supply (UPS) communicates with the DVR through a standard USB cable. Ensure that the Oneac software is running and that it has a status for the Oneac.

***Osprey***
This interface uses a connection to the register's printer. Use the general printer interface.

***Panasonic JS-750, JS-5500, JS-7500***
This interface uses a connection to the register's printer. Use the general printer interface.

***Passport (Serial)***
1. Disconnect the Poll Display from the Passport.
2. Plug the female DB9 – RJ45 serial converter into the Passport.
3. Plug the standard Cat5 patch cable into the DB9 – RJ45.
4. Plug the RJ45 coupler into the other end of the patch cable.
5. Plug the RJ45 Splitter into the coupler.
6. Plug the RJ45 Patch Cable into one side of the RJ45 splitter.
7. Plug the standard male DB9 – RJ45 into the poll display.
8. Modify the Cat 5 cable from the register to the DVR:
    a. Passport End: Pin 3, 5 only
    b. DVR end: pin 2, 5 only
    c. Plug Cat5 into splitter
9. Plug the standard female DB9 – RJ45 into the DVR.

***Passport XML***
This interface is a network interface. Make sure that both the Gilbarco Passport and the DVR are on the same network.

***PC Measure Temperature Gauge***
This interface is a serial interface. Data is retrieved from the PC Measure software. The software must be set up properly and operating for Storekeeper to receive data.

1. Connect one standard female DB9 – RJ45 adapter to the Gauge.
2. Connect one standard Cat5 cable to the DB9 adapter.
3. Plug in one standard female DB9 – RJ45 adapter to the Cat 5 cable and insert it into an available serial port on the DVR.

***Pinnacle Palm***
This interface is a network interface. Make sure that both the Micros 3700 and the DVR are on the same network**.**

***POSitouch***
This interface is a network interface. Make sure that both the POSitouch and the DVR are on the same network.

***Retalix***

This interface is a network interface. Make sure that both the Retalix and the DVR are on the same network.

***RMS (Retail Management Systems)***

This interface uses a connection to the register's printer. Use the general printer interface.

***Ruby Dual Printer & Ruby Thermal Printer***

1. Plug a standard Cat5 patch cable into Com 4 on the Ruby.
2. Plug an RJ45 coupler into the other end of the patch cable.
3. Plug the RJ45 splitter into the coupler.
4. Plug the existing printer cable into one side of the splitter.
5. Two options for DVR communication:
    a. Modify the Cat 5:
        i. Standard female DB9 to RJ45 Adaptor at the DVR:
            1. One Cat 5 cable from the POS to the DVR per 4 registers.
            2. Pick one pair of wires for each POS.
            3. Crimp the Ruby end into pins 1 and 6 and plug the cable into the open side of the splitter.
            4. Crimp the DVR end into pins 2 and 5 and plug the cable into the DB-RJ45 adapter.
            5. One wire from the pair connects pin 1 at the Ruby to pin 2 at the DVR. The other connects pin 6 at the Ruby to pin 5 at the DVR.
    b. Modify the DB9-RJ45 adapter method:
        i. Pin out a female DB9 to RJ45 adapter at the DVR.
            1. The blue pin goes into slot 2.
            2. The yellow pin goes into slot 5,
            3. Cut and remove all other pins.
        ii. Run a standard Cat 5 cable from the POS to the DVR.

***Sapphire Serial: (for Sapphire Technician Only)***

To set up the virtual printer on the Ruby /Sapphire:

1. Fastfood must be enabled on the Ruby.
2. Ruby: Upgrade an unused workstation port to a virtual journal printer option (typically port 5).
3. Sapphire: Upgrade an unused port on the sapphire to a virtual journal printer option.

***Sapphire / Ruby / Topaz Serial Virtual Printer***

1. Plug a standard Cat5 cable into the Virtual Journal Printer (typically port 5 on the register).
2. Plug a Sapphire Serial Null Modem DB9 – RJ45 into a serial port on the DVR, one for each register.
3. Plug a Cat 5 cable into the Sapphire Serial Null Modem Adapter.
4. If the Sapphire serial adapter is unavailable, it is possible to crimp the connections:
    a. DB9 modified adapter (with standard Cat5):

1. White
2. Blue
3. Orange
4. Green, Brown
5. Yellow
6. White
7. Black
8. Red

***Sapphire Serial DCR (CRIND) Printer***

1. Plug one foot of patch cable into the DCR CRIND printer port on the Sapphire System.
2. Plug the RJ45 coupler into the other end of the patch cable.
3. Plug the RJ45 splitter into the Coupler.
4. Plug the existing printer cable into one side of the splitter.
5. With the DB9 female to RJ45 Adapter, on the DVR end: use CRIND pinout:
    a. CRIND Pinout: 1 goes to 2 (blue), 6 goes to 5(yellow).
    b. Standard Ruby Connections (see Above).
6. Plug the Cat 5 cable into the RJ45 coupler and the DB9-RJ45 Adapter.

***Sapphire XML***

This interface is a network interface. Ensure that both the Sapphire and the DVR are on the same network.

***SensaTronics Temperature Gauge***

This interface is a serial interface.

1. Connect one standard female DB9 – RJ45 adapter to the Gauge.
2. Connect one standard Cat5 cable to the DB9 adapter.
3. Plug in one standard female DB9 – RJ45 adapter to the Cat 5 cable and insert it into an available serial port on the DVR.

***Subshop 2000 (Subway)***

This interface is a network interface. Ensure that both the Subshop 2000 and the DVR are on the same network. The “Proqueue” folder on the Subshop 2000 must be shared.

On the Subshop 2000:

1. To access the “Proqueue” folder, exit the Subshop 2000 software.
2. Logon to Windows as the administrator.
    a. The default user account is ‘owner.’
    b. The default password is ‘owner.’
3. Explore to the “Proqueue” folder.
    a. Default path is “C:\sd20\proqueue”
4. Share the folder.
    a. If the register does not have an attached mouse, highlight the folder using the touch screen, then click on the ‘File’ menu at the top of the explorer window. One

of the menu items will be the folder you highlighted. It will have an arrow next to it that will bring up another menu.
   b. Right-click on the folder to display a menu.
   c. Select the menu option for 'Sharing and Security.'
   d. Another window will pop up with the option to share the folder.
5. Share the folder, exit, and restart Subshop 2000.
   a. The default user account is 'm' on the Subshop 2000.
   b. The default password is 'm1' on the Subshop 2000.

On the DVR:

1. If the Windows version on the Subshop 2000 is Windows 2000 or later, the mapped drive connection is recommended. Otherwise, skip this section.
2. From the DVR, browse to the "My Network Places" folder and locate the Subshop 2000 register from the Workgroup.
3. Select the "Proqueue" folder. Right-click to display a menu and then select "Map Network Drive." A new window will appear.
4. On the window, select the appropriate drive letter (M:\) and click "OK." When it has made a valid connection, Windows will open a new explorer window with the contents of the "Proqueue" folder displayed.

***Tidel Smart Safe***

This interface is a network interface. Ensure that both the Tidel Smart Safe and the DVR are on the same network.

***Topaz Multicast***

This interface is a network interface. Ensure that both the Subshop 2000 and the DVR are on the same network.

***Wand***

This interface connects via the register's printer. Use the steps for the General Printer to connect to the Wand.

***Wayne Plus***

1. Unplug the printer cable from the port on POS.
2. Plug the DB9 to RJ45 Adapter (standard pinout) into the printer port on the POS.
3. Plug the RJ45 splitter into the DB9 Adapter
4. Plug a 1.5 ft. patch cable into one side of the splitter.
5. Place the DB9 to RJ45 Adapter (standard pinout) on the other end of the patch cable and connect to the existing printer cable.
6. The Cat 5 from the POS to the DVR will plug into the open side of the splitter.
7. Crimp the Cat 5 pair on the POS end into pins 3 & 5.
8. Pin the DB9 toRJ45 Adapter at the DVR end (standard pinout).
9. Crimp the Cat 5 pair on the DVR end into pins 2 & 5.

***Wayne Nucleus***

1. Software Setup in the Nucleus (Security Option):
    a. Select the Wayne Nucleus emblem at the top of the screen.
    b. Select the Programming option.
    c. Select the Security option.
    d. Enable On, save, then log off. Select Clear.
    e. Reboot the Wayne Nucleus (press the red button).
2. The POS interface connects to Port 4 on the edge port via a DB9 connector.
3. One Serial port is used for all terminals together.
4. Pin out a standard DB9 to RJ45 for both the Register and the DVR.
5. Connect to both DB9 adapters with a standard Cat5 cable.

## Troubleshoot a POS to See If It Is Transmitting Data

1. Determine if Storekeeper is receiving any Data:
    a. Open the Communications window of Storekeeper.
    b. Each data interface that is enabled will either display a blank line or numbers. Numbers indicate that Storekeeper has received data in the past.
    c. Serial interfaces will display whether the serial port is open or closed via the tool tip over the actual register numbers line.
    d. Network interfaces will display a network connection status in the Communications window. If the connection states that it is listening or attempting to connect to the device in question, check the cables and Storekeeper settings. No need to continue.
    e. Clear out all register communication boxes by clicking the “Clear Registers” button.
    f. Initiate a transaction on the POS. Try a “No Sale” or an actual transaction. Numbers will display in the Communications boxes if Storekeeper receives any kind of data.
2. Determine the type of problem.
    a. If Storekeeper showed numbers in the Communication window:
        i. Did Storekeeper display clear data in the Register Receipt Window? If yes, then communication is working.
        ii. Did Storekeeper display any data? If yes, then check Storekeeper settings.
        iii. If Storekeeper did not display any data, but did receive data, check Storekeeper settings.
    b. If Storekeeper did not receive data, check the Storekeeper System Configuration for proper POS interface settings. See Configuring Data Capture.

# Administrator Tools

## About the Command Prompt

*Command Prompt* is a feature of Windows that provides an entry point for typing MS-DOS (Microsoft Disk Operating System) commands and other computer commands. The most important thing to know is that by typing commands, you can perform tasks on your computer without using the Windows graphical interface. Command Prompt is typically only used by advanced users.

For more information on the Windows Command Prompt, see the Microsoft Help document at:

http://windowshelp.microsoft.com/Windows/en-US/Help/81242f3c-c9bf-442c-a49d-e18b02f72e691033.mspx

## About Available Logs

Storekeeper provides access to various application and system logs, which contain information about important application and system events, such as access reports or violations, error explanations, and event triggers. When chosen from the **Admin Tools->Logs** menu option, the log will appear over the camera viewing area and can be closed by clicking the red “X” button in the top right corner of the screen.

The logs available for viewing in Storekeeper are:

| | |
|---|---|
| *The Live Server Error Log* | *Contains a list of errors and other events pertaining to Live Server operation* |
| *The Security Monitor Log* | *Contains a list of errors and other events pertaining to the operation of the security monitor application* |
| *The Storekeeper Error Log* | *Contains a list of errors and other events pertaining to the operation of Storekeeper* |
| *The System Audit Log* | *Contains a list of user-initiated tasks or events that have occurred in Storekeeper* |
| *The Interop Code Error Log* | *Contains a further list of errors and other events pertaining to the operation of Storekeeper* |
| *The Remote Video Server Error Log* | *Contains errors and events that are associated with Storekeeper’s Remote Video Server application.* |

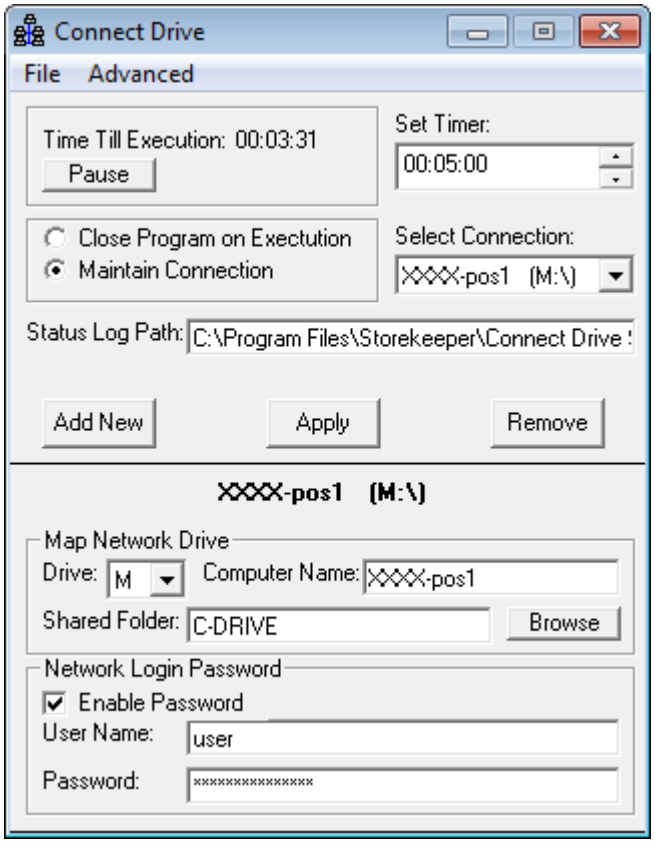
## About Windows Explorer

In Windows, the Explorer windows are the main tools that you use to find, view, and manage files.

## About the Connect Drive Utility

The Connect Drive program establishes and maintains network drives between computers via the network. The mapped drive connection is created on the local computer and is not displayed on the remote computer.

- If a mapped drive connection does not exist between the host computer and the client computer, the application will attempt to create the connection.
- If a previous connection exists but there is no communication, the application will close the old connection and attempt to create a new connection. The Connect Drive application can maintain multiple connections between multiple computers.




*The Connect Drive application is only authorized to work on Gulfcoast Software Solutions DVRs or other approved Gulfcoast devices. Connect Drive will locate Gulfcoast Software applications to verify the software is legitimate. The software will also request a username and password for verification. The software will only accept a user that is setup in Gulfcoast Software applications.*

Ensure the application has a shortcut in the Startup menu in Windows. This will allow the application to maintain mapped drives when Windows starts.

1. To access **Connect Drive** while it is running:
2. Go to the **Admin Tools** menu on the **Configuration** menu in Storekeeper.
3. Select the option for **Connect Drive**.
4. The software may request user authentication at this time.

   (Or)

5. Right-click the application icon in the Windows System Tray.
6. Click the **Open** option to display the application.
7. The software may request user authentication at this time.

The Connect Drive application has two sets of menu options:

1. The **File** menu has only the option to quit. This is the same menu option available when the application is running silently in the system tray.
2. The **Advanced** menu allows the user to:
   a. Change the automatic login password
   b. Set the application to launch in a normal window verses launching in the system tray (default) when Windows loads.
   c. Enable the status log to capture all events, not just error codes.

To change the automatic login password:

1. Select the password option within the **Advanced** menu.
2. A window will appear requesting the new username and password.

*Please keep in mind that the username and password must match a user account defined in Storekeeper (see Managing User Accounts).*

The **Display Normalized** option allows the Connect Drive application to start in a displayable fashion.

*Security is disabled for this type of display when it is enabled.*

The **Record all Events** option, when selected, records all application activity, including error codes.

- When not selected, this option logs only error codes in the status log.

Connect Drive is divided between general settings in the top portion of the software and specific settings for the selected mapped drive configuration.

General settings include:

- Time Till Execution control
- Set Timer control
- Select Connection control
- Status Log Path control
- Buttons to manage the mapped drive configurations.

## Time Till Execution Control

Displays the current time left until the application verifies connectivity to all configured mapped drive connections. The application will attempt to recreate a mapped drive if no connection is found to the client computer.

The timer can be halted by clicking on the “Pause” button. The button caption will change to “Start.” To restart the timer count down, click this button. The caption on this button will change depending on the application’s state.

The **Time Till Execution** controls also have the option to shutdown itself after the communication verification is complete, or continue to verify the connections according to the set time.

## Set Timer Control

Sets the amount of time between communication verifications. In the example above, the application is set to run every five minutes. The control is divided between hours, minutes, and seconds divided by colons. If the colons are not present, Connect Drive will revert to the set default (five minutes).

## Status Log Path Option

Allows the user to set the log path for the status log. The application will create a text file at the location specified if no log file is found.

Connect Drive supports multiple mapped drive connections. To view the configuration details of a particular configuration:

1. Select the connection from the **Select Connection** control.
2. There are three buttons that manage the configuration setup: **Add New**, **Apply**, and **Remove** buttons.
3. To create a new mapped drive configuration, click the **Add New** button.
4. Click “Yes” to add a new connection in the message box that appears.
5. Set the controls and click the **Apply** button to save your changes.
6. To modify the connection, select the connection from the list, and modify its settings.
7. Click the **Apply** button when complete.
8. Click the **Remove** button to delete a connection.

A mapped drive requires a drive letter, a remote host IP address or computer network name, and a folder to map the contents.

To configure a mapped drive connection:

1. Create a new connection.
2. Select the drive letter on the **Drive** control. Only available drive letters appear that are not mapped drives (The application attempts to maintain mapped drive connections, so these appear on this list. Take care not to use a drive letter that is used by another mapped drive connection).
3. Type the network name or IP address using the **Computer Name** control.
4. Enter the target folder name in the **Folder** control.

*Please note that this folder must be accessible to Windows, and therefore must be a* Shared *folder or accessible under a shared folder. For your convenience, a **Browse** button will allow you to select a folder to share. This option will automatically fill in the computer name and the folder name in the appropriate controls.*

   a. When the folder tree appears, select “My Network Places.”
   b. Browse to the desired folder.
   c. Select the folder and click “OK” which will insert the appropriate information into the appropriate controls.

The **Connect Drive** application allows for access to password protected network computers by using the **Network Login Password** controls. Check **Enable Password** and type the username and password in the appropriate places. The username and password are set at the remote computer’s Windows User Groups. This application does not create and/or manage users on remote systems.

# About the Ping Utility

Storekeeper provides a **Ping** application for network diagnostics. **Ping** is a computer network tool used to test whether a particular host is reachable across an IP network; it is also used to self-test the network interface card of the computer, or as a latency test. It works by sending ICMP “echo request” packets to the target host and listening for ICMP “echo response” replies. Ping measures the round-trip time for a request and a reply, and essentially tells you whether or not a DVR or device is online.

To use Storekeeper’s **Ping** device:

1. Select **Ping** from the **Admin Tools** menu.
2. If the IP option is checked:
   a. Type in the device’s IP and hit the **Ping** button.
3. To ping by name or MAC address, uncheck the IP option.
4. Type in the ping criteria, and click the **Ping** button.
5. A status indicator will tell whether or not the ping was successful.
6. Click the **Done** button to exit.

# Settings

Storekeeper permits administrators to adjust various Windows and Storekeeper settings for security or preferential reasons. To access the **Settings** features, select the **Settings** option under the **Admin Tools** menu, and then select the setting you wish to adjust.

## About Backup

Storekeeper allows administrative users to backup Storekeeper settings for easy restoration in the event of a loss or corruption of settings.

To backup all Storekeeper settings:

1. Click the **Backup** option under the **Settings** tab of the **Admin Tools** menu.
2. Browse to the location where you want to save the file.
3. Name the backup.
4. Click the **Save** button to save or the **Cancel** button to cancel.

## About Restore

To restore saved Storekeeper settings:

1. Select the **Restore** option from the **Settings** tab of the **Admin Tools** menu.
2. Browse to the settings backup file you wish to restore.
3. Click the **Open** button to restore the settings or the **Cancel** button to cancel.

## About Display Settings

To adjust the Windows Display settings, select the **Display Settings** option from the **Settings** submenu of the **Admin Tools** menu. This will bring up the Windows Display Properties page. Use this page to select a desktop theme, customize your desktop, and modify display settings.

***Themes***

You can also select a theme to define the overall appearance of your desktop. A theme determines your background, screen saver, Window fonts, colors and three-dimensional effects in windows and dialog boxes, the look of icons and mouse pointers, and sounds. You can customize a theme by changing individual elements. You can customize your desktop in other ways as well, such as adding Web content to your background or selecting icons that you want to display on the desktop. You can also specify color settings, change your screen resolution, and set the refresh rate for your monitor. If you are using multiple monitors, you can specify individual settings for each.

For more information, see Microsoft's help document at:

http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/display_overview_w.mspx?mfr=true

***Clock***
Windows' Date and Time application allows you to change the date and time on the computer by setting the system clock. It also allows you to change the time zone. To access it from Storekeeper, select the **Clock** option under the **Settings** submenu of the Admin Tools.

## About Network Settings

From the Windows Network Connections window, you can perform several network management tasks:

***How to Disable a Network Connection***
Disable a network connection if you aren't using it. For example, if your computer has a built-in wireless connection, and you're currently connected to a wired network, you should disable the wireless network connection to make sure your computer doesn't use the slower wireless connection. You'll save power too. To disable a network connection, right-click the network connection, and then click **Disable**.

***How to Enable a Network Connection***
To enable a previously disabled network connection, right-click the network connection, and then click **Enable**.

***How to Repair a Network Connection***
Windows XP can solve common network problems automatically. To repair a network connection, right-click the network connection, and then click **Repair**.

***How to Configure Your Internet Protocol (IP) Settings***
Though you rarely need to change the default settings, your employer or your ISP might request that you specify your IP address and Domain Name System (DNS) servers. To configure your IP settings, follow these steps in the Network Connections window. Right-click your network connection, and then click **Properties**.

1. On the General tab, under "This connection uses the following items," click **Internet Protocol (TCP/IP)**. Then click **Properties** (see next step pg. 105).
2. In the **Internet Protocol (TCP/IP) Properties** dialog box, configure your network settings, and then click **OK**. Click Close to return to the Network Connections window.

If you run into any difficulties, read the Microsoft help document at:

http://www.microsoft.com/windowsxp/using/networking/maintain/troubleshoot.mspx

# About the System Configuration Utility

System Configuration is an advanced tool that can help identify problems that might prevent Windows from starting correctly. If you identify a program that is causing problems, you can check for updates or uninstall the program.

Using the Selective Startup option, you can turn services and startup programs on or off individually to see if the problem occurs the next time you restart your computer. If you select a

check box, the service or startup program will run when you restart Windows. If the check box is cleared, the service or startup program will not run when you restart the computer.

For more information, see Microsoft's help page: http://support.microsoft.com/kb/310560

## About the Device Manager

Device Manager provides a graphical view of the hardware that is installed on the computer, as well as the device drivers and resources associated with that hardware. Using Device Manager provides a central point to change the way the hardware is configured and interacts with the computer's microprocessor.

Typically, Device Manager is used to check the status of computer hardware and update device drivers on the computer. If you are an advanced user, and you have a thorough understanding of computer hardware, you can use Device Manager's diagnostic features to resolve device conflicts, and change resource settings.

For more information, see Microsoft's http://support.microsoft.com/kb/283658

## About the Task Manager

You can use Windows Task Manager to start programs, to start or to end processes, and to view a dynamic display of your computer's performance. To access it via Storekeeper, select **Task Manager** from the **Admin Tools** menu.

## About the Defrag Utility

Storekeeper's **Defrag** utility is a hard drive defragmenting utility that will optimize the disk usage. It provides a status bar to indicate which clusters it is currently working on, as well as a visual representation of the progress. It can be accessed by choosing the **Defrag** utility from the **Admin Tools** menu. Minimize it to let it run in the background; exit it to stop the defragmentation process.

## About the GC Explorer Utility

The **GC Explorer** tool provides a visual representation of the size of system drives and folders, indicating the amount of free and used space, along with the percentage of space consumed by files and programs.

The drop-down box below the Gulfcoast logo displays a list of explored paths. The left and right arrows navigate to the previous and next paths. The **Drive Information panel** displays the total drive space and the amount of available space on the drive. The drop-down list below the **Drive Information panel** allows you to select which drive you want to view.

The left hand side of the screen displays a pie chart view of the selected folder. The right hand side of the screen includes a graph of the folder path as well as the top-level files included in the path. Clicking on any of the folders in the folder graph will result in a pie chart of that folder, listing each individual subfolder as well as displaying them visually, along with the percentage of space they take up.

This tool is particularly useful in identifying files and folders that are taking up an inordinate amount of hard drive space, and can also help determine possible causes of this.

## About the Compact and Repair DBs Utility

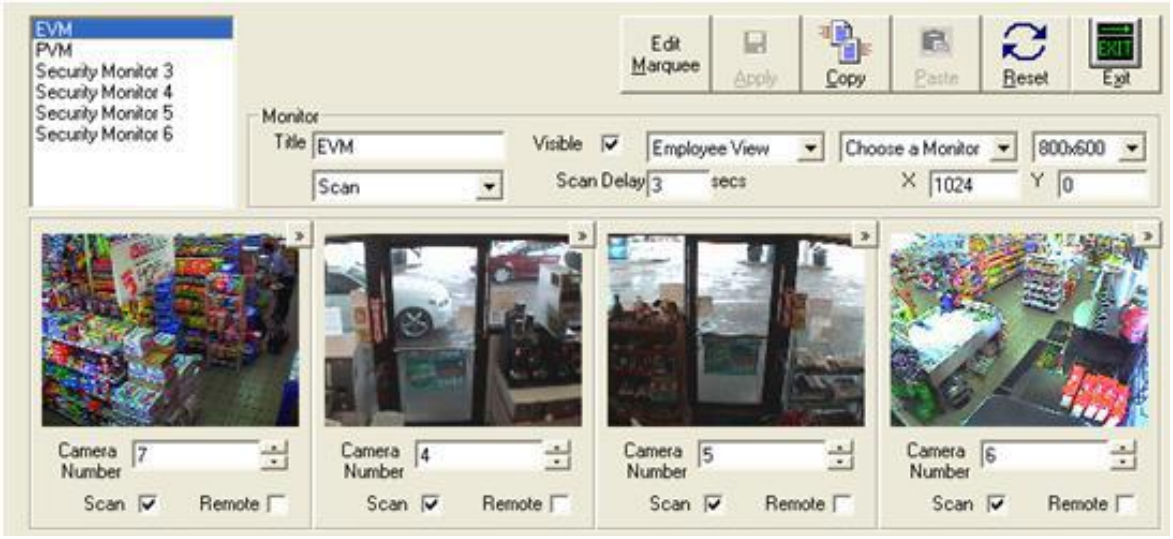
The **Compact and Repair DBs** feature repairs daily databases that may have become corrupted through extensive access and use. It can be accessed via Storekeeper by selecting the **Compact and Repair DBs** option under the **Admin Tools** menu.

## How to Retrieve Updates from the Web

Storekeeper includes an easy-update feature that allows you to pull software updates from the web at the click of a button. An internet connection is required. To access this feature, click the **Get Updates from the Web** option under the **Admin Tools** menu.

# Configuring Additional Monitors for Live Video

*You may need to login to a higher level account to access this feature.*




Storekeeper can display live video and animated text in separate displays. This feature can be used to alert customers that they are being recorded or to display areas that an employee might not be able to monitor otherwise. This feature is commonly referred to as the Security Monitor feature.

## How to Configure Security Monitors

1. Click on the **Configuration** button at the bottom right corner of the screen.
2. Select **Security Monitors**.
    a. You can configure up to six security monitors.
3. Select one monitor from the list on the left of the configuration form.
    a. By default, the first two are called the EVM (employee view monitor) and the PVM (public view monitor).
    b. You can apply a descriptive title to the security monitor. Checking or un-checking the **Visible** option will enable or disable that security monitor. You can choose to categorize the monitor as an Employee View, Public View, Manager View or Other security monitor.
4. When you are finished making changes to a security monitor, click the **Apply** button.
    a. The security monitor will refresh and you can visually confirm that your settings are correct before you click the **Exit** button.

5. If you made changes but do not wish to apply them, click the **Reset** button to revert all of your changes back.
6. If you would like to copy the settings of the currently selected security monitor onto other security monitors, click the **Copy** button.
7. Select another security monitor from the security monitor list.
8. Click the **Paste** button.

## How to Set Monitor Coordinates

You can set which physical monitor to display the security monitor application on by selecting a monitor from the **Choose a Monitor** drop down list. This list will automatically apply the selected monitor's coordinates to the **X** and **Y** text boxes. You can override these values by manually entering coordinates into the **X** and **Y** text boxes. Select the resolution to display the security monitor by clicking on the resolution drop down control. By default, the security monitor is set to 800x600.

## How to Choose Which Cameras to Display

Choose the mode to display cameras from the drop down box below the security monitor title.

- If you select **Quad**, then each of the four cameras you configure will be displayed in a 2x2 layout.
- If you select **Single**, only the left most camera on the configuration form will be displayed.
- If you select **Scan**, then only those cameras you check the **Scan** option on will be displayed one at a time. Scan mode will rotate through the configured cameras, pausing on each one.

## How to Configure a Camera for a Security Monitor

1. Change the **Camera Number** box to the index of the GeoVision camera you want to display on the security monitor.
2. If you want to connect to the camera via GeoVision's Webcam Server (perhaps you want to display a different DVR's cameras), check the **Remote** checkbox.
3. Enter the DVR's IP address or hostname into the **Hostname** box.
4. Enter the username and password.
5. Confirm that the Command Port and Data Port settings are correct. By default the port settings are already set to GeoVision's default port settings.
6. Check the **Scan** checkbox for any camera you want to display in Scan mode.

## How to Edit the Marquee

1. Click the **Edit Marquee** button to open up the Marquee configuration.
    a. You can set as many as eight marquees with eight messages each for each of the six different security monitors.
2. To start, select the security monitor to configure a marquee for.
3. Select the marquee you wish to edit.
4. Check the **Display On** checkbox to enable or disable a marquee.

5. Now you can enter messages, select the font, color and display type for each of the eight messages on this marquee.
6. Set the start time if you want this marquee to begin at a specific time of day.

*If you are enabling more than one marquee, it is important to note that a marquee's start time must be greater than the start time of any previously defined marquees. For example, Marquee 3 must start later than Marquee 2 if they are both enabled. Otherwise Marquee 2 will never display.*

# Configuring Storekeeper for Multiple Monitors

Storekeeper accepts command line options to define where on the screen it should load. By specifying "/X:1234" in the command line, Storekeeper's leftmost edge will start at Windows' 1234 pixel coordinate on the X axis. You can also specify a Y coordinate (e.g. "/Y:768") to define the Y coordinate position for Storekeeper's topmost edge.

**A practical example:**

If you have two monitors, and you wish to display Storekeeper on the second monitor as Windows defines it (assuming in this example that it normally displays on the first monitor and the second monitor is set up as the monitor on the right in Windows), you must know the pixel resolution of the first monitor. If the first monitor's resolution is set to 1280 by 1024, then you would want to specify "/X:1280" as a command line argument to get Storekeeper to load onto the second monitor. Create a shortcut to Storekeeper on your desktop and edit its properties by right-clicking the shortcut and selecting **Properties**. In the **Target** box, add "/X:1280" to the end so that the **Target** looks like

**"C:\Program Files\Storekeeper\Transearch.exe" /X:1280**

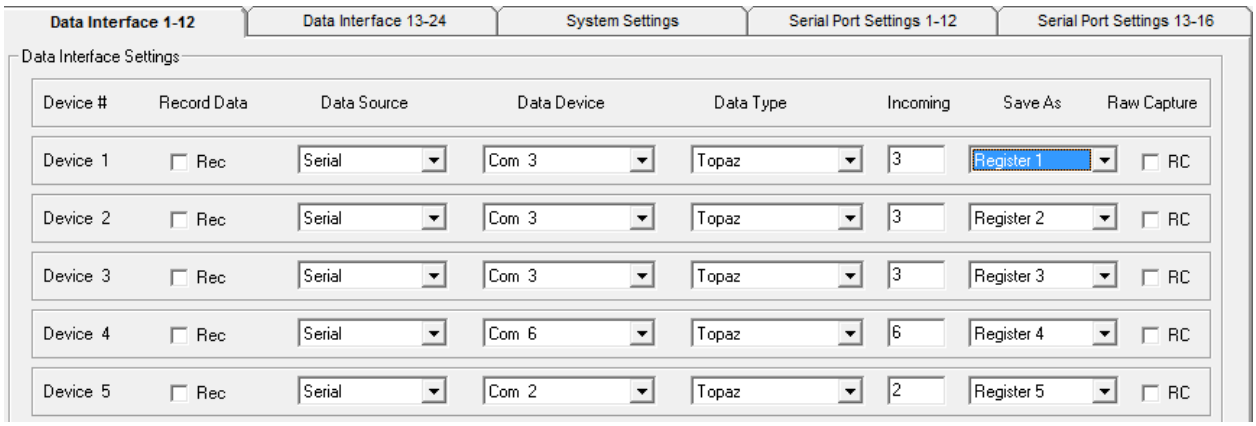
Click **OK**. Now when you double-click this shortcut, Storekeeper will load up on the second monitor.

*Storekeeper only allows one instance of itself to be running when it is not in multi-monitor mode. When it is in multi-monitor mode though, you can run more than one instance of Storekeeper at a time. For instance if you wanted to load Storekeeper onto a third monitor in addition to the second monitor in the above example, you could create another shortcut on your desktop and change the command line option to /X:2560 which would be the combined width of the first two monitors. Then you could run both copies at the same time on those two monitors.*

# Configuring Data Capture

*You may need to login to a higher level account to access this feature.*

*Unlicensed systems do not support this feature.*


Data Interface 1-12
Data Interface 13-24
System Settings
Serial Port Settings 1-12
Serial Port Settings 13-16
Data Interface Settings
Device # | Record Data | Data Source | Data Device | Data Type | Incoming | Save As | Raw Capture
Device 1 | Rec | Serial | Com 3 | Topaz | 3 | Register 1 | RC
Device 2 | Rec | Serial | Com 3 | Topaz | 3 | Register 2 | RC
Device 3 | Rec | Serial | Com 3 | Topaz | 3 | Register 3 | RC
Device 4 | Rec | Serial | Com 6 | Topaz | 6 | Register 4 | RC
Device 5 | Rec | Serial | Com 2 | Topaz | 2 | Register 5 | RC

Storekeeper supports:

- Multiple connection types, including serial, flat file (database files), XML and TCP/UDP direct connections.
- Up to 48 Point of Sale (POS) and device interfaces simultaneously. Several different interfaces can be setup together in Storekeeper.

Each POS interface connects differently to Storekeeper, and must be carefully setup.

To reach the Data Configuration screen:

1. Click the **Configuration** button at the bottom right corner of the screen.
2. Select the **System Configuration** menu option.

The setup tabs for the Data Interfaces are located on the *Data Interfaces 1-12*, *Data Interfaces 13-24, Data Interfaces 25-36*, and *Data Interfaces 37-48* tabs.

1. For each interface, select **Record Data** to enable the interface.
2. ***Data Source*** refers to how the interface connects (serial or TCP).
3. ***Data Device*** refers to the specific data controller. For serial interfaces, the *Data Device* refers to each serial or *Com* port. Select the desired serial port. TCP interfaces are interfaces that are found via the network. This interface type includes Flat files, XML,

and TCP/UDP/Multicast direct connections. For network interfaces, the *Data Device* column refers to a specific Data Transport.

4. ***Data Type*** refers to the interface brand.
5. The ***Incoming*** number varies from interface to interface and is very specific to the interface. See the interface details listed below to determine which number goes in the Incoming field.
6. The **Save As** drop-down box displays the selected interface as the register position and number shown in the drop-down box. See Common Names for how to set a register's name.
7. **Raw Capture (RC)** is for debug use only and should remain unchecked for all interfaces.

## Serial Port Settings

Serial interfaces require each serial port to be set up properly. If the settings for Storekeeper do not exactly match the serial settings of the POS source, Storekeeper will not be able to accurately read the data. The serial settings are located on the *Serial Port Settings 1-12* tab and the *Serial Port Settings 13-16* tab. Windows XP only supports 16 serial ports. The default settings are as follows:

| | |
|---|---|
| ***Bits per second (Baud Rate)*** | *9600* |
| ***Data Bits*** | *8* |
| ***Parity*** | *None* |
| ***Stop Bits*** | *1* |
| ***Flow Control*** | *None* |

## Data Transport Settings

All interfaces that are not serial interfaces are configured as TCP interfaces and utilize the Data Transport feature.

- The Data Transports are configured on the *Data Transport Settings Tab*.
- For interfaces that utilize a single server for all POS register terminals, only one Data Transport should be set up.
- For POS registers that transmit their data independently of the other register terminals, a Data Transport must be configured for each POS register terminal.

*Due to the various differences between POS interfaces, not all settings for a Data Transport need to be set up. Features include* IP (the IP address of the POS register), Port#, Network Protocol, Path, Reconnect, *and* mode (Listen or Connect). *Review the settings required for each POS brand.*

## Common Names

The *Common Names* tab allows you to change the Save As name for each interface. The name displayed on this list is the name that is displayed on the main receipt view in Storekeeper.

Common names are divided between *Register Names* and *Device Names*.

- ***Register Names*** change the main interface name found on the **Save As** column on the Data Interfaces tabs.
- The ***Device Name*** section allows you to label individual peripheral devices on certain interfaces. These devices include all temperature monitoring devices. Only interfaces with multiple devices will display in this section when the interface is enabled.

To set the device name:

1. Select the interface from **Source**.
2. Choose the device from **Data Device**.
3. Select its device type from the **Type** list.
4. Write the device name into **Device Name**.

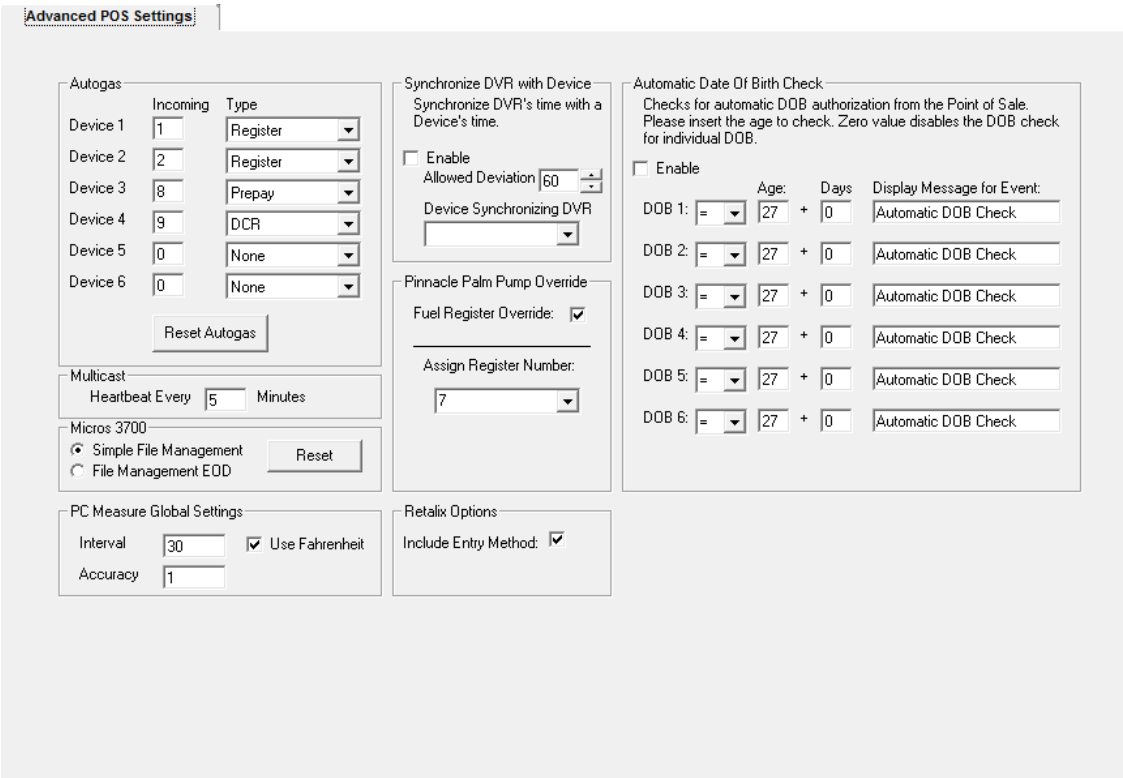
# Multiprint Printers

The *Multiprint Printers* tabs are used to separate data streams from a single, dual or tri-printer configuration. This tab overrides the **Save As** column on the *Data Interfaces* tab to direct the data to different register positions in Storekeeper.

For interfaces that contain multiple printers within a single data source, the data may be duplicated if these settings are not configured properly. Currently, only the VeriFone Ruby interface uses this feature. The data is divided according to serial or Com port.

1. Select the box next to the serial device that is used by the interface configured on the *Data Interfaces* tabs.
2. Select the first printer and choose one of the Registers to save.
    a. Select the printer type (Journal or Receipt).
3. Select the second printer and choose a different register to save.
    a. Select its printer type and choose the other printer type.
4. Repeat for each serial port used.

# Advanced POS Settings




The *Advanced POS Settings* tab consists of advanced features for data capture. Not all features are supported by all POS interfaces.

- Features include *Automatic Date of Birth Check*, *Autogas* (advanced setup), and *Virtual Printer Setup*.
- The *Autogas* settings are specific to the *Autogas* interface.
- The *Include Entry Method* option for Retalix designates whether or not to include information from the “Entry Method” tag within the Retalix data stream.
- The Pinnacle Palm Pump Override options allow you to manually designate a register number for all outside fuel sales.

This document is for the purpose of setting up Storekeeper POS Interfaces. All POS interfaces are set up in the Storekeeper System Configuration window. Unless otherwise noted, all serial settings are standard in Storekeeper.

# Setting up Data Devices

## Activant

See the Eagle interface.

## Aloha

The Aloha POS Back Office PC transmits all data from each terminal to the DVR via one serial port. Therefore, each "Incoming" number must be set on the Data Interfaces tab in Storekeeper. The Aloha Back Office PC must have a serial port to transmit data. If there is no serial device, install one or use a USB-Serial converter. For detailed POS instructions, please refer to the Aloha Spy Interface (TVS) document.

1. Aloha Setup: Terminal (Windows NT Operating System)
    a. Right-click **My Computer** located on the FOH terminal's desktop.
    b. Select **Properties** from the drop-down menu. The **System Properties** dialog box displays.
    c. Click the **Environment tab** to display the environment variables.
    d. Click anywhere in the **System Variables** list box. This is important, because you are creating a system variable. Clicking in the **User Variables for <username>** box creates a user variable.
    e. Click in the **Variable** text box. Type **AlohaSpyPort** over any existing text in the text box. (Typing over existing text adds a new variable and does not replace the original variable.)
    f. Press **Tab** to move the insertion point to the **Value** text box.
    g. Type the **TCP port #** (in this example, **3999** is used) over any existing text in the text box. (Typing over existing text adds a new system variable, but does not replace the original variable.)
    h. Click **Set**. The new **AlohaSpyPort** variable is added to the **System Variables** box.
    i. Click **OK** to exit the System Properties dialog box.
    j. Select **Start > Programs** and select the **MSDOS Command Prompt.**
    k. Change the directory to the **\ALOHA\BIN** directory.
    l. Type **ALOHASPY /SERVICE** and press Enter. A message displays letting you know if it was successful.
    m. Type **REGSVR32 ASPYPS.DLL** and press Enter. A message displays letting you know if it was successful.
    n. Type **EXIT** to exit the DOS command prompt
    o. The Back Office PC needs to be rebooted after an environmental variable is changed.
2. Aloha Setup: Back Office
    a. Login to the **BOH**.
    b. Select **Maintenance > Store Settings** and select **Security** from the **Group** drop-down list. The Store Settings function tab displays with the POS Security tab active.

c. Select the **Use Aloha Spy** check box.
d. Click **Save** and close the Store Settings function tab.
e. Select **Maintenance > Hardware > Terminals**. The Terminals function tab displays.
f. Select the **Other** sub-tab. The **Aloha Spy** feature is located on the Other sub-tab in the Aloha Spy Server inset.
g. Enter the **Port number** in the **Port** text box. (Using our example, 3999 would be entered.)
h. Enter the **IP address** or the **server's computer name** in the **IP Address** text box.
i. Click **Save** and **exit** the Terminals function tab.
j. The Back Office needs to be rebooted after an environmental variable is changed

3. AlohaSpy.INI
    a. Locate and open the AlohaSpy.ini file by double-clicking the file. It is located in the \Aloha directory. If the file does not exist, create a notepad file in the directory, and rename the file to AlohaSpy.ini. Note: the Aloha Spy manual from Aloha is wrong to say that only 4 terminals can be set up on a single device. We have not found any such limitation.
    b. There are three main sections that need to be update/modified: [COMM1], [DEVICE1], [TERM1] …[TERM2], etc. If the sections do not exist in the file, then create them.
        i. [COMM1] – Refers to the serial device on the Aloha for output. The number in the brackets should be the actual number of the serial device. If Windows says the device is 3, then the tag should be [COMM3]. The section contains three tags with these defaults:
            1. BAUDRATE=9600
            2. PARITY=0
            3. STOPBITS=1
        ii. [DEVICE1] – Directs the data from the terminals to the specified serial device. The device type is always COMM. The device type id is set to the serial device number (using our example above, the device type id should equal 3. Defaults are as follows:
            1. DEVICETYPE=COMM
            2. DEVICETYPEID=3
        iii. [TERM1] – Sets each terminal to send out data to the specified device. There should be a tag for each terminal at the location. Device Id refers to the Device created above. SPYTYPE is always set to TVS.
            1. DEVICEID=1
            2. SPYTYPE=TVS
    c. Save the changes to the AlohaSpy.ini file and exit.
    d. Restart the Aloha Spy Service in Windows. To restart the service, go to Control Panel => Administrative Tools => Services. In the Services Window, locate the AlohaSpy service. Right-click on the service and choose "Restart". If it is already stopped, click "Start."

***Storekeeper Settings***

- Data Interface Tab
  - Record Data — Check
  - Data Source — "Serial"
  - Data Device — Set to desired serial port
  - Data Type — "Aloha"
  - Incoming — Modify to reflect Aloha terminal #
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only. Do Not Use

## Armored Safe BiComm

Armored Safe BiComm uses the CacheTALK III protocols to communicate with the Armored Safe. This interface does not require the CacheTALK III device and does not have the advanced features of the CacheTALK III device. Storekeeper requires a direct connection to the safe.

***Device Setup***

- Run a standard Cat 5 Cable from the safe to the DVR.
- On the Safe end, pin out a standard DB9 to RJ45 converter.
- On the DVR, pin out the DB9 to RJ45 as follows:
  - Serial port pins Send & Receive are swapped (2 & 3).
  - Pin 2 is black, pin 3 is orange.
  - Ground (green) goes to pin 5.
  - Remove all other pins (they are not used).
- Note: Armored Safe documents state that the pin out should be a straight through and not a null modem.

***Storekeeper Settings***

- Data Interface Tab
  - Record Data — Check
  - Data Source — "Serial"
  - Data Device — Set to desired serial port
  - Data Type — "Armored Safe BiComm"
  - Incoming — Automatically set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only. Do Not Use

## Armored Safe CacheTALK III

Armored Safe CacheTALK III interface requires the use of the Armored Safe CacheTALK III device. The interface listens to the communication between the Armored Safe and the CacheTALK III device.

***Device Setup***

The Armored Safe CacheTALK III device uses a female-to-female straight through serial cable to communicate with the safe. According to Armored Safe, pins Transmit and Receive are reversed on the Safe board (pins 2 & 3). Pin 2 is the transmit line.

Create a "Y" connection between the Armored Safe and the CacheTALK III. The other part of the "Y" should be directed to the DVR. Only two wires are required: the transmit line and the

ground line. From the safe, pin 2 should connect to pin 2 on the DVR. Pin 5 is connected to Pin 5.

- Pin out one standard female DB9 – RJ45 and one standard male DB9 – RJ45.
- Plug one standard Cat5 into the female DB9 – RJ45 adapter.
- Plug the other end of the Cat5 cable into RJ45 coupler.
- Connect the RJ45 splitter to the coupler.
- Plug one standard Cat5 cable into one side of the splitter.
- Connect the other end of the Cat5 cable to the male DB9 – RJ45.
- Disconnect the CacheTALK III from the Armored Safe and connect to the male DB9 – RJ45.
- Plug the female DB9 – RJ45 into the Armored Safe's now vacant serial port.
- Test the connection by ringing in a transaction or a 'No Sale' on the register.
    - If the printer does not print, check all crimps and connectors.
- Run a Cat5 cable from the Armored Safe to the DVR.
- Select a single pair of wires from the Cat5 cable and pin as follows:
    - Pin 2 at the Armored Safe goes to pin 2 on the DVR.
    - Pin 5 goes to pin 5.
- Connect the Cat5 to the splitter and to a standard DB9 – RJ45 adapter.

***Storekeeper Setup***

- Data Interface Tab
    - Record Data — Check
    - Data Source — "Serial"
    - Data Device — Set to Desired Serial Port
    - Data Type — "Armored Safe CacheTALK III"
    - Incoming — Automatically Set
    - Save As — Sets Storekeeper Device ID
    - Raw Capture (RC) — Gulfcoast Use Only

## Armored Safe Serial

Armored Safe Serial receives limited transactions from the Armored Safe and is not recommended.

***Device Setup***

A cable on the safe motherboard must be moved from one port on the board to another port on the board for this interface. Therefore, the safe motherboard must be removed from the Armored Safe. Turn off power to the safe, disconnect the power cord from the power source, and take all proper grounding precautions. Open the safe and remove two bolts under the motherboard from within the main safe compartment. Do not close the safe compartment. Extract the motherboard by pulling the control panel gently. On the board, move the cable from the port labeled "MODEM" to the port labeled "SERIAL". Return the board to the safe and secure the bolts to the motherboard. Power may be restored to the safe and the door to the safe may be closed at this point.

- Pin out 2 standard female DB9 – RJ45.
- Attach one DB9 adapter to the DVR and one DB9 to the Armored Safe.
- Connect the DB9 adapters with a standard Cat5 cable.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Check
  - Data Source — "Serial"
  - Data Device — Set to Desired Serial Port
  - Data Type — "Armored Safe Serial"
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only

## AT Systems

See Garda CMS800 interface.

## Autogas

This is a network interface and requires that the Autogas and the DVR share the same network. Communication is facilitated through the Windows network via the Mapped Drive connection.

***Device Setup***

- Windows NetBEUI Protocol (optional)
  - If the Autogas register does not appear on the Network (under "My Network Places" in Windows), the NetBEUI protocol must be enabled.
  - On the DVR, browse to the "Control Panel =>Network Connections" page. Select the Local Area Connection that is connected to the same network as the Autogas.
  - Open the "Local Area Connection Properties" page.
  - Click the "Install" button, select "Protocol," and click the "Add" button to add the protocol.
  - Enable the NetBEUI protocol and click "OK" to install the protocol.
  - For Autogas registers using the Windows Server 2000 OS, the NetBEUI protocol must come from the Windows Server 2000 version of the NetBEUI protocol since the protocols are different between versions of Windows.
- Autogas Configuration
  - Share the "POS" folder on the Autogas register.
  - The folder may already be shared.
- DVR Mapped Drive Connection
  - In Windows, browse to the Autogas register through My Network Places.
  - Select the "C-Drive," right-click on the folder and select "Map Drive."
  - Select the appropriate drive letter and click the "Ok" button.
  - Repeat this process for every additional register.
- Note: Windows 2000 has a known bug regarding the Mapped Drive connection. The host may become disconnected without notifying the client (the DVR) of the loss of connection. Please use the ConnectDrive.exe application to ensure connectivity.

***Storekeeper Setup***

The Autogas system requires a separate Data Transport for each register. The Prepay and CRIND ghost registers are assigned to the same Data Transport as the primary register. When assigning "*Incoming*" numbers, each Autogas Register is assigned a number corresponding to that Register's ID number ("1", "2", etc. for the actual register). The Prepay and CRIND ghost registers are designated in Storekeeper with *Incoming* Numbers of "8" and "9". These ghost

registers handle all fuel transactions and are *necessary* for the data. Some older Autogas versions do not have this feature.

- Data Interface Tab
  - Record Data — Check
  - Data Source — "TCP/IP"
  - Data Device — Set to Desired Data Transport
  - Data Type — "Autogas"
  - Incoming — Manually Set: See above
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only
- Data Transport Settings
  - Data Transport #
    - IP # — blank or default "127.0.0.1"
    - Port # — Blank
    - Protocol — TCP
    - Path — File Path of *.jnl folder ("m:\pos\")
    - Reconnect — Unchecked
    - Connect / Listen — Default Setting

## CAP Software

CAP POS is made by CAP Software. This interface works via network communication only. The DVR and POS device must be able to communicate over TCP/IP.

***Device Setup***

- Log into CAP POS and click on "Operations" on top right side of window.
- Click on "Configuration"
- Select "Yes" to confirm closing CAP POS
- Click "Station Settings"
- Scroll down to the settings that regard the DVR.
- Enter in the IP Address of the DVR. (ping from POS to make sure its reachable)
- Enter in the Port that is open on the DVR
- Select "Yes" for turn in Security DVR features.

***Storekeeper Setup***

- Network Communication
  - Data Interface Tab
    - Record Data — Check
    - Data Source — "TCP/IP"
    - Data Device — Set to desired Data Transport #
    - Data Type — "CAP Software"
    - Incoming — Set to Data Transport #
    - Save As — Sets Storekeeper Device ID
    - Raw Capture (RC) — Gulfcoast Use Only. Do Not Use

- Data Transport Settings
  - Data Transport #
    - IP Blank
    - Port # 5000+ Each terminal is assigned a different Port number
    - Protocol TCP
    - Path Blank

## Eagle

The Eagle POS is made by Activant. This interface supports printer capture or network communication. To use the network interface, ensure that Storekeeper is connected to the same Local Area Network (the POS switch or router) as the Activant terminals. Make sure that Storekeeper can "ping" each register. Also ensure that the DVR has a static IP address. Each terminal set up is independent from the other terminals, and must be configured separately.

***Device Setup***

- Exit the Activant Eagle software (click the red "X" to get to the desktop).
- Open the "Eagle Browser" icon. Login with the manager's username and password.
- On the left navigation pane, select the "Utilities" option. This will display options to the right. Select the "Device Configuration" option.
- Along the top navigation bar, select the "MiscKPad" button. This will bring up a new window entitled, "Device Configuration."
- Locate the "Configure Receipt Printer TCPIP Monitor" button (also labeled "R"). A new configuration window, entitled "Configure Receipt Printer TCPIP Monitor," will appear.
- For the IP address, type the static IP address of the DVR. If there is no IP address assigned to the DVR, configure the DVR before configuring the Eagle.
- Each register in the Activant Eagle system must be assigned a unique port number. Default: 5000+. These ports cannot be used by any other application.
- Make sure that the "Enabled" option is checked.
- Click "OK" on the "Configure Receipt Printer TCPIP Monitor" to save the changes.
- Exit the "Eagle Browser" and restart the POS software (sometimes labeled "Point of Sale").

***Storekeeper Setup***

- Serial Interface
  - Data Interface Tab
    - Record Data Check
    - Data Source "Serial"
    - Data Device Set to desired serial port
    - Data Type "Eagle"
    - Incoming Same as Serial Port
    - Save As Sets Storekeeper Device ID
    - Raw Capture (RC) Gulfcoast Use Only. Do Not Use
- Network Communication
  - Data Interface Tab
    - Record Data Check
    - Data Source "TCP/IP"

- Data Device — Set to desired Data Transport #
- Data Type — "Eagle"
- Incoming — Set to Data Transport #
- Save As — Sets Storekeeper Device ID
- Raw Capture (RC) — Gulfcoast Use Only. Do Not Use

- Data Transport Settings
  - Data Transport #
    - IP — Blank
    - Port # — 5000+ Each terminal is assigned a different Port number
    - Protocol — TCP
    - Path — Blank
    - Reconnect — Unchecked
    - Connect / Listen — Default Setting

## Garda CMS8000

The CMS8000 Smart Safe communicates via the UDP protocol. To setup the CMS8000 for data communication, consult the CMS8000 documentation. Connect the CMS8000 to the local network or via a crossover cable directly to the DVR. The safe sends data on port 8000 with a subnet mask of 255.255.255.255 by default.

- Data Interface Tab
  - Record Data — Check
  - Data Source — "TCP/IP"
  - Data Device — Set to Desired Data Transport
  - Data Type — "AT Safe CMS8000"
  - Incoming — Manually set to Data Transport #
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only
- Data Transport Settings
  - Data Transport #
    - IP # — blank or default "127.0.0.1"
    - Port # — 8000 (default)
    - Protocol — UDP
    - Path — Blank
    - Reconnect — Unchecked
    - Connect / Listen — Listen

## General Printer

This interface is the most basic and does not allow for any advanced data features.

***Device Setup***

Standard serial printer interface

- Pin out one standard female DB9 – RJ45 and one standard male DB9 – RJ45.
- Plug one standard Cat5 Patch cable into the female DB9 – RJ45 adapter. Plug the other end of the Cat5 cable into RJ45 coupler.

- Connect the RJ45 splitter to the coupler.
- Plug the Cat5 Patch cable into one side of the splitter.
- Connect the other end of the Cat5 cable into the male DB9 – RJ45.
- Disconnect the Printer from the POS and connect it to the male DB9 – RJ45.
- Plug the female DB9 – RJ45 into the register's now vacant serial port.
- Test the connection by ringing in a transaction or a 'No Sale' on the register.
    - If the printer does not print, the cable is not carrying a signal.
    - Check all crimps and connectors.
- Run a Cat5 cable from the register to the DVR.
- Select a single pair of wires from the Cat5 cable and pin as follows:
    - Pin 3 on the register goes to pin 2 on the DVR.
    - Pin 5 goes to pin 5.
- Connect the Cat5 to the splitter and to a standard DB9 – RJ45 adapter.

***Storekeeper Setup***

- Data Interface Tab
    - Record Data — Place a check mark in this box
    - Data Source — "Serial"
    - Data Device — Set to desired serial port
    - Data Type — "General 1" or "General 2"
    - Incoming — Automatically Set
    - Save As — Sets Storekeeper Device ID
    - Raw Capture (RC) — Gulfcoast Use Only

## Gilbarco G-Site

There are several different Gilbarco interface setup instructions depending on the Gilbarco version.

***Device Setup***

- Run a Cat 5 Cable from the POS to the DVR. Pick one pair of wires for each POS.
- Crimp the Gilbarco end into pins 2 and 4 and plug the cable into the "Journal Printer" port on the Gilbarco CPU.
- Crimp the DVR end into pins 2 and 5 (2 to 2 and 4 to 5), plug the cable into the female DB9 to RJ45 adaptor, and connect to the serial port on the DVR.
- Pin out a standard male DB9 to RJ45 on the DVR end.
- Go into G-Site programming, set the Journal Printer to "Security," and reboot.
- For G-Site software version 97.1.25 or greater, make the following changes:
    - One Cat5 Cable for each POS.
    - G-Site end: crimp pins 2, 4 & 5 and put a jumper from 1 to 8.
    - DVR end: pin 2 from the G-Site to pin 2 at the DVR, pin 4 from the G-Site to 5 at the DVR, and pin 5 from the G-Site to pin 4 at the DVR.
    - Go to G-Site Programming and set the Journal Printer to Citizen 3530 and reboot the G-Site.

***Storekeeper Setup***

- Data Interface Tab
    - Record Data — Place a check mark in this box
    - Data Source — "Serial"
    - Data Device — Set to Desired Serial Port

  - Data Type “Gilbarco”
  - Incoming Automatically Set
  - Save As Sets Storekeeper Device ID
  - Raw Capture (RC) Gulfcoast Use Only
- Serial Port Settings 1-12 or 13-16 Tab
  - Baud 9600
  - Parity Even
  - Data Bit 7
  - Stop Bit 1
  - Flow Control None

## MICROS 3700

The Micros 3700 is a network interface. The DVR should be connected to the same network as the Micros back office PC. This interface uses a mapped drive connection to maintain communication.

### *Device Setup*

- Micros 3700 Mapped Drive
  - Create a mapped drive connection to the folder containing the Micros journals.
  - The default path is “D:\Micros\Res\Pos\Journals”
  - Journal folder should be a shared folder. If neither this folder, nor any of the parent folders are shared, then enable sharing on this folder.
  - From the DVR, browse to the “My Network Places” folder and locate the workgroups. The Micros back office is usually labeled “Micros1”
  - Open the Micros folder and select either the actual or the root folder of the “Journals” folder located above in the Micros Setup step.
  - Right-click on the folder to display a menu and select “Map Network Drive” option. Windows will display a new window.
  - Choose the “M:\” drive letter, or another appropriate drive and click “OK.”
- End of Day
  - Storekeeper may need to be notified of the End of Day on the Micros.
  - Due to the way Micros handles its files and the End of Day, it may be necessary to edit or place a batch file in the “\Micros\Res\Pos\Scripts” folder.
  - Due to the highly configurable nature of the Micros 3700, the EOD may have an application or batch file that manages relocating the journal receipt file. This file may vary from location to location.
  - To edit:
    - Locate the “RenameJournals.bat” and *right-click* the file to display the context menu. Select the “Edit” option. If Windows requests a program to edit the file, select “Notepad” from the list.
    - Locate the “del” keyword as the first word of a line.
    - Immediately after the “del” word, insert the following two lines:
      - for %%i IN ("%SystemRoot%\Micros\res\pos\journals*.txt") do echo End OF Day >> %%i
      - @ping 1.1.1.1 /n 1 /w 6000
  - To add a batch file, please contact Gulfcoast Support.

### *Storekeeper Setup*

- Data Interface Tab
  - Record Data Check

  - Data Source — "TCP"
  - Data Device — Set to Desired Data Transport
  - Data Type — "Micros 3700"
  - Incoming — Number of Current Register
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only
- Data Transport Settings
  - Data Transport #
    - IP — Ignore
    - Port # — Ignore
    - Protocol — TCP
    - Path — File Path of Journals on Micros. Default: "M:\Micros\Res\Pos\Jounals\"
    - Reconnect — Unchecked
    - Connect / Listen — Default Setting
- Common Names Tab
  - For each terminal, type the exact name of the terminal in the corresponding Register Name section.
  - Names of each terminal can be retrieved from the Journal text file found at the file path set above.
  - This is required for use of the Micros 3700.
- Troubleshooting:
  - If new transaction data is not received by Storekeeper, but all settings and cabling is correct, then it may be necessary to reset the Storekeeper Micros file handling settings.
  - Exit Storekeeper.
  - Locate the "INI" folder in the Storekeeper directory.
    - The default path is "C:\Program Files\Storekeeper\INI".
  - Select the "Storekeeper_POS_Advanced.ini" file and open it.
  - Locate the Micros 3700 tag and reset the values to 0.
    - File Size1=0
    - Line Number1=0
    - POS File Count=0
  - Launch Storekeeper. Transactional data should flow.

## MICROS Serial, MICROS-IDN

This interface uses a connection to the register's printer

- Data Interface Tab
  - Record Data — Place a check mark in this box
  - Data Source — "Serial"
  - Data Device — Set to Desired Serial Port
  - Data Type — "Micros Serial", "Micros-IDN"
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only

## Oneac

The Oneac is a Uninterrupted Power Supply (UPS) and includes software for monitoring the electrical power entering into the Oneac. The Oneac interface monitors Oneac activity via the Oneac software. Connect the Oneac to the DVR through a standard USB cable.

- Data Interface Tab
  - Record Data — Check
  - Data Source — "TCP"
  - Data Device — Set to Desired Data Transport
  - Data Type — "Oneac UPS"
  - Incoming — Set to Register Number
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only. Do Not Use

- Network / System Settings
  - Data Transport #
    - IP # — Blank or default "127.0.0.1"
    - Port # — Default
    - Protocol — TCP
    - Path — Path to Oneac Software.
    - Reconnect — Unchecked
    - Connect / Listen — Listen

## NCR

The Panasonic Point of Sale is a serial interface that connects through the printer.

***Device Setup***

Use the instructions for the General Printer interface.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Check
  - Data Source — "Serial"
  - Data Device — Set to desired serial port
  - Data Type — "NCR"
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only. Do Not Use

## Osprey

This interface uses a connection to the register's printer.

- Data Interface Tab
  - Record Data — Check
  - Data Source — "Serial"
  - Data Device — Set to desired serial port
  - Data Type — "General 1" or "General 2"
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID

- Raw Capture (RC) Gulfcoast Use Only

## Panasonic JS-750, JS-5500, JS-7500

This section concerns Panasonic models JS-750, JS-5500, and JS-7500. The Panasonic interface is a data-only interface and does not have advanced features enabled.

- Data Interface Tab
  - Record Data Check
  - Data Source "Serial"
  - Data Device Set to desired serial port
  - Data Type "Panasonic…" model number
  - Incoming Automatically Set
  - Save As Sets Storekeeper Device ID
  - Raw Capture (RC) Gulfcoast Use Only. Do Not Use

## Passport (Version 1- 4)

The serial passport interface ties directly into the poll display of the Gilbarco Passport. The poll display is a serial device that connects directly to the Passport via the Edge Port on the Passport, and it is always on.

***Device Setup***

- Detach the poll display from the Edge Port.
- Attach a female DB9 to RJ45 (standard pin out) to the port.
- Insert an RJ45 splitter to the DB9 to RJ45 converter.
- Plug a short Cat5 patch cable into the splitter.
- Attach a male DB9 to RJ45 (standard pin out) to the cable.
- Connect the Poll Display to the male DB9 converter.
- The Cat5 cable to the DVR will plug into the splitter.
  - For the cable, only use one pair of wires.
  - Use pins 3 and 5 on the POS side.
  - Use pins 2 and 5 on the DVR.
  - The wire for pin 3 on the POS side goes to pin 2 on the DVR.
- Pin out a female DB9 to RJ45 (standard pin out) and connect to an available serial port on the DVR.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data Check
  - Data Source "Serial"
  - Data Device Set to desired serial port
  - Data Type "Passport"
  - Incoming Automatically Set.
  - Save As Sets Storekeeper Device ID
  - Raw Capture (RC) Gulfcoast Use Only. Do Not Use

## Passport (Version 5 and greater)

The Passport must be version 5 or greater for this interface. Otherwise, use the Passport Serial interface. The Passport XML interface is a network interface. Therefore, the DVR must have a static IP address that allows it to talk to the Passport terminals.

***Device Setup***

- Connect the DVR to the same router as the passport terminals.
- The IP address should match the IP address range of the terminals.
- Set the DVR IP to 10.5.48.12 (default).
    - Subnet mask is 255.255.255.0
    - Gateway is 10.5.48.1.
- Login to the Manager Workstation.
- Select “Setup,” then “Store,” then “Security Camera Interface.”
- Ensure that the “Data will be sent via” field is set to “TCP.”
- The “Data Format” should be set to “XML.”
- In the “HostName” field, set the IP address of the DVR (10.5.48.12).
- Note the port number under “HostPort” (the default is 10101).
- Save and exit.

***Storekeeper Setup***

- Data Interface Tab
    - Record Data — Check
    - Data Source — “TCP”
    - Data Device — All Registers listed on same DT
    - Data Type — “Passport XML”
    - Incoming — Number of the Register
    - Save As — Sets Storekeeper Device ID
    - Raw Capture (RC) — Gulfcoast Use Only
- Data Transport Settings
    - Data Transport #
        - IP — Ignore
        - Port # — Default: “10101”
        - Protocol — TCP
        - Path — Ignore
        - Reconnect — Unchecked
        - Connect / Listen — Listen

## PC Measure Temperature Gauge

The PC Measure Temperature Gauge is a serial device whose data is captured and recorded to an XML file by the PC Measure software. Storekeeper retrieves data indirectly by reading this file. For the device to work, the PC Measure software must be set up properly with a shortcut in the Startup folder of Windows. Also, the PC Measure device only accepts data from serial Comm Ports 1 through 4.

***Device Setup***

- Windows
    - Install the PC Measure software under the Tools folder of the Storekeeper directory (default: C:\Program Files\Storekeeper\Tools\PC Measure”).
    - Create a shortcut in the Windows Startup folder directed to the PC Measure executable file.
- PC Measure
    - Launch the software.
    - To switch to English, Select “Programm,” and select the “Sprache” option. A window will appear; choose “English” from the drop down list and click “Ok.”

- To enable XML, select “Setup” on the menu bar and go to “Global.” Place a check in the “XML” box and click the “OK” button.
- To configure the serial port devices, select “Setup” and then go to the “Hardware” option. There are four tabs for each of the four serial devices allowed. Select the appropriate serial port tab.
- Each serial port supports up to four devices (labeled “Port” in the PC Measure software). Enable the appropriate device type and click the “OK” button to save the configuration.
- Disable all serial ports not being used in the ‘Setup Hardware’ menu.
- Set the display to show the appropriate serial device by selecting “Setup” and configuring each display for each device. Note: This setup is not necessary to retrieve data from the PC Measure.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Check
  - Data Source — “TCP”
  - Data Device — Set to Desired Data Transport
  - Data Type — “PC Measure Temp”
  - Incoming — Number of the Data Transport
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only
- Data Transport Settings
  - Data Transport #
    - IP — Ignore
    - Port # — Ignore
    - Protocol — TCP
    - Path — File Path of the PC Measure folder. Default: “C:\Program Files\Storekeeper\Tools\PC Measure”
    - Reconnect — Unchecked
    - Connect / Listen — Default Setting

## Pinnacle Palm

The Pinnacle Palm transmits its data via XML. Therefore, the DVR must be on the same network as the Pinnacle Palm system. Make sure that the DVR has a static IP address and that it can ping each of the Palm terminals.

***Device Setup***

- Exit the Palm software. This step requires a username and password.
- Locate and edit the “naxml.ini” file. The default location for the file is “C:\DPalm\naxml.ini”. Open the file for edit by double-clicking the configuration file.
- Under the “Export” section (if no section exists, then type “[Export]”):
  - Enable: type “YES” after “Enable=”
  - IP address: after “IP1=” type the IP address of the DVR.
  - To set the port number, type a colon (“:”) after the IP address. Use “13740” for the first terminal and increment by one for each additional terminal (13741, 13742, etc.).
  - Place a semicolon in front of the “Filepath=” tag to disable.
  - Save the file by clicking “File” from the menu bar and selecting the “Save” option.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Check
  - Data Source — "TCP"
  - Data Device — Set to Desired Data Transport
  - Data Type — "Pinnacle Palm"
  - Incoming — Set to Register Number
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only. Do Not Use
- Network / System Settings
  - Data Transport #
    - IP # — blank or default "127.0.0.1"
    - Port # — Port Number of Palm (this number should increment for each terminal, starting with "13740")
    - Protocol — TCP
    - Path — Blank
    - Reconnect — Unchecked
    - Connect / Listen — Listen

## POSitouch

The POSitouch interface is an XML network interface and uses the POSitouch Electronic Journal. In order for the POSitouch to transmit data, the POSitouch must have the appropriate license for transmitting data.

***Device Setup***

- The POSitouch must have the appropriate license for SPCWIN to transmit data.
- On the POSitouch back office PC, open Windows explorer and browse to "C:\SC\SPCWIN.ini". Open the file.
- Locate the section labeled "[XML]".
  - To listen for POSitouch connections, locate the tag labeled "ListenXMLServerPort" and set it to "5015" (default).
  - To connect to the POSitouch, locate the tag labeled "ConnectXMLServerPort" and set it to "5016" (default).
- Save the file and exit.
- Do an Immediate System Change on the POSitouch.
  - Locate the "C:\SC\BOH" directory,
  - Click on "Immed System Change."

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Check
  - Data Source — "TCP"
  - Data Device — Set to Desired Data Transport
  - Data Type — "POSitouch-EJ"
  - Incoming — Set to POSitouch register number
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only. Do Not Use
- Network / System Settings
  - Data Transport #
    - IP # — "127.0.0.1"

- Port # "5015" for listen, "5016" for connect
- Protocol TCP
- Path Blank
- Reconnect Unchecked
- Connect / Listen Listen or Connect

## Radiant RPOS 6

The Radiant RPOS 6 interface supports both serial and TCP based communication protocols.

***Device Setup***

Unknown

***Storekeeper Setup***

- Data Interface Tab
  - Record Data Check
  - Data Source "Serial"
  - Data Device Set to desired serial port
  - Data Type "Radiant"
  - Incoming Should match the device number
  - Save As Sets Storekeeper Device ID
  - Raw Capture (RC) Gulfcoast Use Only. Do Not Use

Or

- Data Interface Tab
  - Record Data Check
  - Data Source "TCP"
  - Data Device Set to Desired Data Transport
  - Data Type "Radiant"
  - Incoming Set to Data Transport number
  - Save As Sets Storekeeper Device ID
  - Raw Capture (RC) Gulfcoast Use Only. Do Not Use
- Network / System Settings
  - Data Transport #
    - IP # "127.0.0.1"
    - Port # port number set on the Radiant
    - Protocol TCP
    - Path Blank
    - Reconnect Unchecked
    - Connect / Listen Listen

## Retalix

The Retalix interface is a network interface that requires a separate Data Transport for each register. Retalix sends its data via XML. All Retalix register settings must be modified to transmit data. The settings are located in the Windows Registry of each register. The registry should only be modified by a trained individual. Please consult Gulfcoast Support before continuing.

***Device Setup***

- Retalix

- Exit the Retalix software. Manager permission is required.
- Click the “Start” button of Windows and select “Run”. In the window that appears, type “regedit” in the “Open” dialogue box. Click “OK.”
- All Registry Settings are located at:
  “HKEY_LOCAL_MACHINE\SOFTWARE\Positive\Positive32\”
  - This is the Main folder. All other folders can be found from this root.
- Folder “Terminal”
  - For TCP Direct, modify the “UseTcpDirect” key .
  - UseTcpDirect = 1
- Folder “LocalServers\TcpDirect”
  - XMLFormat = 1
  - HostName = IP address of the DVR
  - Port = 2002
  - SaveQueueFile = 0
- Folder “Events\<Event Number>” For Documentation ONLY.
  - Gulfcoast Corporate use only. Do Not Use.
  - Events may need to be enabled for TCP output.
  - TcpDirectEvent = 1

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Check
  - Data Source — “TCP”
  - Data Device — Set to desired Data Transport
  - Data Type — “Retalix”
  - Incoming — Number of the Data Transport
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only
- Data Transport Settings
  - Data Transport # — IP — Ignore
  - Port # — 2002
  - Protocol — TCP
  - Path — Blank
  - Reconnect — Unchecked
  - Connect / Listen — Listen

## RMS

The RMS register interface has limited available data.

- Data Interface Tab
  - Record Data — Check
  - Data Source — “Serial”
  - Data Device — Set to Desired Serial Port
  - Data Type — “RMS”
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only

## Ruby Dual Printer

Ruby dual printer setup is the legacy Verifone register system. Connect to the Ruby using a standard ruby kit.

***Device Setup***

- Unplug the printer from the Ruby and plug a standard Cat5 patch cable into the same port.
- Plug an RJ45 coupler into the other end of the patch cable.
- Plug an RJ45 splitter into the coupler.
- Plug an existing printer cable into one side of the splitter.
- Two options for DVR communication:
    - Modify the Cat 5 cable:
        - A standard female DB9 to RJ45 Adaptor at the DVR
        - One Cat 5 Cable from the POS to the DVR per four registers
            - Pick one pair of wires for each POS.
            - Crimp the Ruby end into pins 1 and 6 and plug the cable into the open side of the splitter.
            - Crimp the DVR end into pins 2 and 5 and plug the cable into the DB-RJ45 adapter.
            - One wire from the pair connects pin 1 at the Ruby to pin 2 at the DVR. The other connects pin 6 at the Ruby to pin 5 at the DVR.
    - Modify the DB9-RJ45 adapter method:
        - Pin out a female DB9 to RJ45 adapter at the DVR.
            - The blue pin goes into slot 2.
            - The yellow pin goes into slot 5.
            - Cut and remove all other pins.
        - Use a standard Cat 5 cable from the POS to the DVR.

***Storekeeper Setup***

- Data Interface Tab
    - Record Data — Check
    - Data Source — “Serial”
    - Data Device — Set to Desired Serial Port
    - Data Type — “Ruby”
    - Incoming — Automatically Set
    - Save As — Sets Storekeeper Device ID
    - Raw Capture (RC) — Gulfcoast Use Only
- Mulitprint Printers Tab
    - Enable for Corresponding Comm Port set by “Data Device” on the “Data Interface” tab
    - Multiple Printer Enabled — Check
    - Printer 1 — Set to Desired Device ID
    - - *drop down list* — “Journal”
    - Printer 2 — Set to Desired Secondary ID
    - - *drop down list* — “Receipt”
    - Printer 3 — “None”
    - - *drop down list* — “None”

## Ruby Thermal Printer

The Ruby thermal printer is generally a “print on demand” interface and does not give all transactions. Certain transactions can be forced to print from the Ruby. A trained Verifone technician is required to modify the Ruby settings.

### *Device Setup*

Same as the Ruby Dual Printer.

### *Storekeeper Setup*

- Data Interface Tab
  - Record Data — Check
  - Data Source — “Serial”
  - Data Device — Set to Desired Serial Port
  - Data Type — “Ruby”
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only

## Ruby Virtual Journal

See Virtual Journal.

## Sapphire CRIND

The Sapphire CRIND is the interface that connects to the Sapphire CRIND either through the printer or a dedicated virtual journal port on the Sapphire.

### *Device Requirements*

- Bravo Card installed on the Sapphire.
- Printer connected to the Sapphire. If the printer runs out of paper, then the DVR will stop receiving data from the Sapphire.
- Or – Virtual Journal enabled on the Sapphire.

### *Device Setup*

- Pin-out a Cat 5 cable as follows: Pin 1 & 6 at the Sapphire end and 2 & 5 on the DVR end.
  - CRIND Cat5 Pin-out: 1 at the Sapphire goes to 2 at the DVR, 6 goes to 5.
- Pin-out a standard DB9 – RJ45 converter and connect it to the DVR’s serial port.
  - Alternately, a standard Cat5 cable may be used with a modified DB9 – RJ45 converter.
  - On the DB9, Blue wire to Pin2, Yellow wire to Pin 5. Cut all other wires.
- Virtual Journal Method:
  - Plug the Cat5 cable into the Sapphire Virtual Journal port (Comm4).
  - Plug the DVR end into the DB9 – RJ45 converter.
- Printer Method
  - Disconnect the Cat5 cable from the CRIND printer.
  - Plug the Cat5 cable into an RJ45 coupler.
  - Plug the RJ45 Splitter into the coupler.
  - Plug the 1ft Cat5 Patch cable into the splitter. Plug the other end into the CRIND printer. Data should begin to flow. Otherwise, check the cabling.
  - Plug the Cat5 cable going to the DVR into the available port on the splitter.

- Plug the other end into the DB9 – RJ45 converter at the DVR.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Place a check mark in this box
  - Data Source — "Serial"
  - Data Device — Set to Desired Serial Port
  - Data Type — "Sapphire"
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only

## Sharp

The Sharp register is a basic interface that either collects data from the printer, or gathers data directly from a dedicated serial security port. Note: some register systems have a secondary printer, or "Kitchen Printer," that may be used in place of a serial security port.

***Device Setup: Dedicated security port***

- Run a standard Cat5 cable from the POS to the DVR.
- Pin out one standard female DB9 – RJ45 and one standard male DB9 – RJ5,
- Attach the female DB9 to the POS' dedicated serial security port.
- Connect the standard Cat5 cable to the female DB9.
- Attach the male DB9 to the other end of the Cat5 cable.
- Connect the Null Modem cable to the male DB9.
- Plug the free end of the Null Modem cable into the DVR.
- Note: if the serial device on the POS is a secondary printer, the null modem cable may not be necessary.

***Device Setup: Printer Capture***

- Pin out one standard female DB9 – RJ45 and one standard male DB9 – RJ45.
- Plug one standard Cat5 Patch cable into the female DB9 – RJ45 adapter. Plug the other end of the Cat5 cable into the RJ45 coupler.
- Connect the RJ45 splitter to coupler.
- Plug the Cat5 Patch cable into one side of the splitter.
- Connect the other end of the Cat5 cable into the male DB9 – RJ45.
- Disconnect the Printer from the POS and connect it to the male DB9 – RJ45.
- Plug the female DB9 – RJ45 into the register's now vacant serial port.
- Test the connection by ringing in a transaction or a 'No Sale' on the register.
  - If the printer does not print, the cable is not carrying a signal.
  - Check all crimps and connectors.
- Run a Cat5 cable from the register to the DVR.
- Select a single pair of wires from the Cat5 cable and pin as follows:
  - Pin 3 on the register goes to pin 2 on the DVR.
  - Pin 5 goes to pin 5.
- Connect the Cat5 to the splitter and to a standard DB9 – RJ45 adapter.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Place a check mark in this box

- Data Source — "Serial"
- Data Device — Set to desired serial port
- Data Type — "General 1" or "General 2"
- Incoming — Automatically Set
- Save As — Sets Storekeeper Device ID
- Raw Capture (RC) — Gulfcoast Use Only

## SensaTronics Temperature Gauge

The SensaTronics Temperature Gauge is a serial device. Use a standard Cat5 and DB9 to RJ45 converters that are fully pinned out.

***Device Setup***

- Connect one standard female DB9 – RJ45 adapter to the Gauge.
- Connect one standard Cat5 cable to the DB9 adapter.
- Plug in one standard female DB9 – RJ45 adapter to the Cat 5 cable and insert the cable into an available serial port on the DVR.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Check
  - Data Source — "Serial"
  - Data Device — Set to Desired Serial Port
  - Data Type — "SensaTronics Temp"
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only

## Subshop 2000

This is a network interface. Storekeeper can connect to the Subshop 2000 register either directly through the network IP address, or through a mapped drive connection. If the Windows version of the Subshop 2000 is Windows Server 2000 or later, then the Subshop 2000 supports the mapped drive connection. This is the preferred method of connecting to the Subshop 2000.

***Device Setup***

- To access the "Proqueue" folder, exit the Subshop 2000 software.
- Logon to Windows as the administrator.
  - The default account user is 'owner'.
  - The default password is 'owner.'
- Explore to the "Proqueue" folder.
  - Default path is "C:\sd20\proqueue".
- Share the folder.
  - If the register does not have an attached mouse, highlight it using the touch screen, then click the 'File' menu at the top of the explorer. One of the menu items will be the folder you highlighted. It will have an arrow next to it that will bring up another menu.
  - Right-click on the folder to display a menu.
  - Select the menu option for 'Sharing and Security.'
  - Another window will pop up with the option to share the folder.
- Share the folder, exit, and restart Subshop 2000.

    - The default user account is ‘m’ on the Subshop 2000.
    - The default password is ‘m1’ on the Subshop 2000
- Windows on DVR
    - If the Windows version on the Subshop 2000 is Windows 2000 or later, the mapped drive connection is recommended. Otherwise, skip this section.
    - From the DVR, browse to the “My Network Places” folder and locate the Subshop 2000 register in the Workgroup.
    - Select the “Proqueue” folder. Right-click it to display a menu and select “Map Network Drive.” A new window will appear.
    - On the window, select the appropriate drive letter (M:\) and click “OK.” Windows will open a new explorer window with the contents of the “Proqueue” folder displayed when it has made a valid connection.

***Storekeeper Setup***

- Data Interface Tab
    - Record Data — Check
    - Data Source — “TCP/IP”
    - Data Device — Set to Desired Data Transport
    - Data Type — “Subshop 2000”
    - Incoming — Manually Set: Data Transport #
    - Save As — Sets Storekeeper Device ID
    - Raw Capture (RC) — Gulfcoast Use Only
- Mapped Drive Connection
    - Data Transport Settings
        - Data Transport #
            1. IP — “127.0.0.1” or blank
            2. Port # — Blank
            3. Protocol — TCP
            4. Path — “M:\” – The mapped drive.
            5. Reconnect — Unchecked
            6. Connect / Listen — Default Setting
- IP Address Connection
    - Data Transport Settings
        - Data Transport #
            1. IP — IP Address of Subshop Register
            2. Port # — Blank
            3. Protocol — TCP
            4. Path — “Proqueue\”
            5. Reconnect — Unchecked
            6. Connect / Listen — Default Setting

## Tidel Smart Safe

Tidel streams XML through the TCP Protocol. The Tidel and the Gulfcoast DVR must be on the same network. The Tidel must also be set to transmit data.

***Device Setup***

Unknown

***Storekeeper Setup***

- Data Interface Tab

- Record Data — Check
- Data Source — "TCP/IP"
- Data Device — Set to Desired Data Transport
- Data Type — "Tidel E Safe"
- Incoming — Manually Set: Set to Corresponding Register
- Save As — Sets Storekeeper Device ID
- Raw Capture (RC) — Gulfcoast Use Only

- Data Transport Settings
  - Data Transport #
    - IP # — blank or default "127.0.0.1"
    - Port # — Port Number of Tidel stream (default: 4887)
    - Protocol — TCP
    - Path — Blank
    - Reconnect — Unchecked
    - Connect / Listen — Listen

## Veeder-Root TLS Tank Monitor

The Veeder-Root TLS Tank Monitor interface sends requests to the TLS, and receives reports that indicate tank levels, system alerts, and fuel deliveries. *Now works for both Serial and TCP/IP connections.

***Device Setup***

- Use any available 25 pin serial port on the TLS Device. If no serial ports are available, then a TLS serial card must be installed.
- Connect a DB25 to DB9 converter to the serial port on the TLS.
- Pin out a male DB9 to RJ45 converter on the TLS as follows:
  - TLS DB25 port
    - Orange 2
    - Black 3
    - Green 7
    - Alternately, a DB25 to RJ45 converter may be used.
  - TLS DB9 port
    - Orange 3
    - Black 2
    - Green 5
- Connect the DB9 to RJ45 converter to the DB25 converter.
- Connect a standard Cat5 cable to the RJ45 port on the converter.
- At the DVR, make a standard female DB9 to RJ45 and connect it to the Cat5 cable
- Connect the cable to an available port on the DVR.
- Note: Serial settings can be modified on the TLS to match the DVR.

Please keep in mind the Veeder-Root TLS is the ONLY two way interface, in that codes are sent back and forth.

***Storekeeper Setup***

(TCP/IP)

- Data Interface Tab
  - Record Data — Place a check mark in this box
  - Data Source — "TCP/IP" or "Serial"

- Data Transport — IP Address of the Veeder Root Device
- Data Type — "Veeder-Root TLS"
- Incoming — Automatically Set
- Save As — Ignore

***Storekeeper Setup***
(Serial Settings)

- Data Interface Tab
  - Record Data — Check
  - Data Source — "Serial"
  - Data Device — Set to Desired Serial Port
  - Data Type — "Veeder Root-TLS"
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only
- Serial Port Settings
  - Serial Port #
    - Baud — 1200
    - Parity — Odd
    - Data Bits — 7
    - Stop Bits — 1
    - Flow Control — None

***TLS Control Characters***
Storekeeper is setup to connect to the TLS using default ***TLS control characters***. However, the TLS may be configured for different control characters than its default configuration. There are two values in the Query/Request messages that are customizable: the SOH beginning character, and the ETX character (ASCII characters only).

To modify these settings in Storekeeper:

- Exit Storekeeper.
- Locate and open the Transearch_POS_Advanced.ini file located in the Storekeeper\INI directory.
- Locate the TLS section and edit its settings.
  - [TLS]
  - SOH=
  - ETX=
  - SecurityCode= *(see below)*
- Save the settings and close the file.
- Launch Storekeeper.

***TLS Security Code***
The TLS may also have a six digit ***security code***. The security code authenticates requests from the DVR. By default, no security code is required. To add a security code, follow the above steps for modifying the TLS control characters. Update *only* the SecurityCode value.

***Testing the TLS through HyperTerminal***

To test the TLS cabling through HyperTerminal, connect to the TLS using the above section on Device Setup. Open HyperTerminal and configure the appropriate serial port.

- Holding down the control key, press the 'A' key on the keyboard. A smiley face should appear (☺).
- Type I20100 immediately following the smiley face.
- Press the Enter key.
- Data should start flowing immediately.
- If no data flows, then check the cabling.

## Topaz Multicast

The Topaz Multicast solution requires only that the DVR and the Topaz are on the same network. The router must support Multicast. A certified Verifone Technician is required to set up the Topaz Multicast. This interface uses one Data Transport for each Sapphire control unit (usually, one Sapphire per location).

***Device Setup***

Unknown

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Check
  - Data Source — "TCP/IP"
  - Data Device — Set to Desired Data Transport
  - Data Type — "Topaz Multicast"
  - Incoming — Manually set to the Topaz register
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only
- Data Transport Settings (Default)
  - Data Transport #
    - IP # — "230.0.0.1"
    - Port # — "14001"
    - Protocol — MCast
    - Path — Blank
    - Reconnect — Unchecked
    - Connect / Listen — Listen

## Topaz Virtual Journal

See Virtual Journal.

## Virtual Journal

The Topaz is supported on the Virtual Journal Port through the Topaz terminal. A certified Verifone Technician is required to set up the terminals.

***Device Setup***

Unknown. Typically, Comm 5 on the terminal is used for Virtual Journal.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Place a check mark in this box
  - Data Source — "Serial"
  - Data Device — Set to Desired Serial Port
  - Data Type — "Topaz"
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only

## Wand

The Wand is a serial interface that is connected through the printer.

***Device Setup***

Use the General Printer setup to connect to the printer.

***Storekeeper Setup***

- Data Interface Tab
  - Record Data — Place a check mark in this box
  - Data Source — "Serial"
  - Data Device — Set to Desired Serial Port
  - Data Type — "Wand"
  - Incoming — Automatically Set
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only

## Wayne Nucleus

Wayne Nucleus Data comes in on only one Serial Port. All registers are given an Incoming Data Identification Number to distinguish each Register in the Nucleus.

This number corresponds to the "Incoming" Number set on the *Data Interface* tab. For Each Register on the Wayne Nucleus System, a corresponding Register Slot must be added with the corresponding Incoming Number (ex: "Register 2" possesses an "Incoming" number of "2"). All Serial Ports for each register are set to the Serial port that receives the Wayne Nucleus Data.

***Device Setup***

- Software Setup in the Nucleus (Security Option)
  - Select the Wayne Nucleus emblem at the top of the screen.
  - Select the Programming option.
  - Select the Security option,
  - Enable On, save, then log off. Select Clear.
  - Reboot the Wayne Nucleus (press the red button).
- The POS interface connects to Port 4 on the edge port via a DB9 connector.
- One Serial port is used for all terminals together.
- Pin out a standard DB9 to RJ45 for both the Register and the DVR.
- Connect to both DB9 adapters with a standard Cat5 cable.

***Storekeeper Setup***

- Data Interface Tab

- Record Data — Check
- Data Source — "Serial"
- Data Device — Set to desired Serial Port
- Data Type — "Wayne Nucleus"
- Incoming — Manually set for each Register
- Save As — Sets Storekeeper Device ID
- Raw Capture (RC) — Gulfcoast Use Only

## Wayne Plus

Wayne Plus data receives its data from each of the terminals via the printer.

### *Device Setup*

- Unplug the printer cable from the port on POS.
- Plug a DB9 to RJ45 Adapter (standard pinout) into the printer port on the POS.
- Plug an RJ45 splitter into the DB9 adapter.
- Plug 1.5 ft. patch cable into one side of the splitter.
- Place a DB9 to RJ45 adapter (standard pinout) on the other end of the patch cable and connect to an existing printer cable.
- The Cat 5 from the POS to the DVR will plug into the open side of the splitter.
- Crimp a Cat 5 pair on the POS end into pins 3 & 5.
- Pin the DB9 toRJ45 adapter at the DVR end (standard pinout).
- Crimp the Cat 5 pair on DVR end into pins 2 & 5.

### *Storekeeper Setup*

- Data Interface Tab
  - Record Data — Check
  - Data Source — "Serial"
  - Data Device — Set to desired Serial Port
  - Data Type — "Wayne Nucleus"
  - Incoming — Manually set for each Register
  - Save As — Sets Storekeeper Device ID
  - Raw Capture (RC) — Gulfcoast Use Only
- Serial Port Settings 1-12 or 13-16 Tab
  - Baud — 4800
  - Parity — None
  - Data Bit — 8
  - Stop Bit — 1
  - Flow Control — None

# Standard Cabling

## Network Cat5 cable 568B

(Both ends are the same)

| *RJ45 Pin* | *Signal Description* | | *Color* |
|---|---|---|---|
| *1* | *TX_D1+* | *Transmit Data +* | *Orange/White* |
| *2* | *TX_D1 -* | *Transmit Data -* | *Orange* |
| *3* | *RX_D2+* | *Receive Data +* | *Green/White* |
| *4* | *BI_D3+* | *Bi-directional Data +* | *Blue* |
| *5* | *BI_D3-* | *Bi-directional Data -* | *Blue/White* |
| *6* | *RX_D2-* | *Receive Data -* | *Green* |
| *7* | *BI_D4+* | *Bi-directional Data +* | *White/Brown* |
| *8* | *BI_D4-* | *Bi-directional Data -* | *Brown* |

## Crossover Cat5

| *RJ45 Side 1 Pin* | *Color 1* | *RJ45 Side 2* | *Color 2* |
|---|---|---|---|
| *1* | *Orange/White* | *1* | *Green/White* |
| *2* | *Orange* | *2* | *Green* |
| *3* | *Green/White* | *3* | *Orange/White* |
| *4* | *Blue* | *4* | *Blue* |
| *5* | *Blue/White* | *5* | *Blue/White* |
| *6* | *Green* | *6* | *Orange* |
| *7* | *White/Brown* | *7* | *White/Brown* |
| *8* | *Brown* | *8* | *Brown* |

## Standard DB9- RJ45 Adapter

| *DB9 Pin* | *RJ45 Pin* | *Signal Description* | *Color* |
|---|---|---|---|
| *1* | *1* | *DCD – Data Carrier Detect* | *Blue* |
| *2* | *2* | *RxD – Receive Data* | *Orange* |
| *3* | *3* | *TxD – Transmit Data* | *Black* |
| *4* | *4* | *DTR – Data Terminal Data* | *Red* |
| *5* | *5* | *GND – Ground* | *Green* |
| *6* | *6* | *DSR – Data Set Ready* | *Yellow* |
| *7* | *7* | *RTS – Request To Send* | *Brown* |
| *8* | *8* | *CTS – Clear To Send* | *White* |

# Connecting to Video Capture Software

*You may need to login to a higher level account to access this feature.*

Storekeeper currently supports video review and live viewing via the GeoVision brand capture card and Pysoft's Active Webcam software.

## How to Use GeoVision's Multicam

### Setting Storekeeper to work with Multicam

1. Click the **Configuration** button on the bottom right corner of the screen.
2. Select **System Configuration** from the menu.
3. Click the **System Settings** tab.
4. Select the **Use Multicam** option.
5. Select **Use Multicam Databases**.
    a. **Note**: If you unselect **Use Multicam Databases**, Storekeeper will search for GeoVision media by searching the file system, which can be much more time consuming. Only leave this value unchecked if Storekeeper is unable to use Multicam's databases.
6. Select **Monitor Camera Statuses** to monitor the state of cameras and display them in the Camera section of the **System Status** panel.
7. Click **OK** to save changes and exit the Configuration screen.
8. View camera statuses:
    a. Click the **System Status** at the bottom of the application.
    b. Click the **Cameras** button.

### Skinning Multicam

*To be able to view Multicam from the Storekeeper Live menu, Multicam must be properly skinned. If it is not you may need to reinstall Storekeeper and verify that the **Apply Gulfcoast Skin to Multicam** option is checked.*

## Viewing Multicam

1. Connect to the local DVR (see Connect to the Local DVR).
2. Click the **Live** button near the upper left corner.
3. Select one of the **Multicam** options.

Some of the options available on the Multicam screen include:

- **Video Record**: Starts / stops recording video.
- **Schedule**: Sets up a video schedule.
- **Video Config**: Quick access to video and audio setup.
- **Camera Scan**: Click the button to start the rotation through the screen division.
- **Network Servers**: Click the button and enable the connection for different remote applications.
- **Login**: Brings up several options, including Login/Exchange, Logout, Minimize and Exit.

Several of these options may require you to login to Multicam to access them. See GeoVision's documentation for details on how to use each of these features.

## Instant Review

Newer versions of Multicam include the ability to review video captured within seconds.

1. Right-click on the **Camera Name** you would like to review.
2. Choose **Instant Play**.
3. Identify the **amount of time** you would like to instantly review (from 10 seconds to 5 minutes).
4. The screen should change, and the video should immediately begin to play. Use the available buttons to find the frame/video you are looking for.
5. Click **Print Frame** to print the current frame you are viewing. The image will print to your default printer.
6. Click **Save Frame** to save the current frame you are reviewing. A dialog will appear to let you select the file destination, the name of the file, and various options to stamp text onto the image.
7. To exit Instant Review, click the **Exit** button or right-click on the picture and choose exit.

*The **Fullscreen** video option is not supported in this version. If you accidently make that selection, just hit the **Escape** key on your keyboard to return to the Instant Play window.*

*If you click your left mouse button on the picture during Instant Playback, secondary cameras will also display. The camera number you are reviewing will determine how many secondary cameras will appear. If you are reviewing cameras 1-4 you can toggle the secondary cameras on and off by clicking on the picture. If you are reviewing camera 5 (or greater), the secondary cameras will toggle on but not toggle off unless you exit Instant Playback and start over.*

# How to Use Pysoft's Active Webcam

To setup Storekeeper to work with Active Webcam:

1. Click the **Configuration** button on the bottom right corner of the screen.
2. Select **System Configuration** from the menu.
3. Click the **System Settings** tab.
4. Check the **Use Active Webcam** option.
5. Check the **Monitor Camera Statuses** if you want Storekeeper to monitor the state of cameras and display them in the Camera section of the **System Status** panel.

To save changes and exit the Configuration screen, click the **OK** button.

View the camera statuses:

1. Click the **System Status** at the bottom of the application.
2. Click the **Cameras** button.

Storekeeper will monitor all cameras defined in the most recently opened Active Webcam session file. Make sure that Active Webcam is configured to always load this session file when it starts.

*When configuring Active Webcam to connect to an IP Camera, set Active Webcam to connect to the IP Camera on the port that the router will forward. This is the only way that any remote Storekeeper client connecting to the DVR will be able to watch live IP camera streams.*

Active Webcam should be configured to store video in its native AWLive format so that Storekeeper can review it.

Storekeeper treats the folder name where Active Webcam stores a camera's video as the name of the camera since Active Webcam does not have any specific way to title a camera. Each camera should have its own folder to store its video for this reason. This will also help Storekeeper find video more efficiently during review.

# Automatic Date of Birth Check

The automatic date of birth (DOB) check allows Storekeeper to monitor the cashier DOB override feature on the POS.

Additionally, the automatic DOB check detects whether or not the cashier quickly enters the current day as the customer's date of birth.

- This feature requires that the POS transmits the date of birth of the customer in its data-stream. It works by searching the data for the date of birth in a recognizable date format and comparing the DOB to the age specified.
- If the date is an exact match, Storekeeper will assume that the date is an automatic date from the POS and will insert the display message into the data stream.
- The message can be searched as an exception item. The **Days** column enables Storekeeper to search by age plus or minus the days specified to modify the dates being searched.

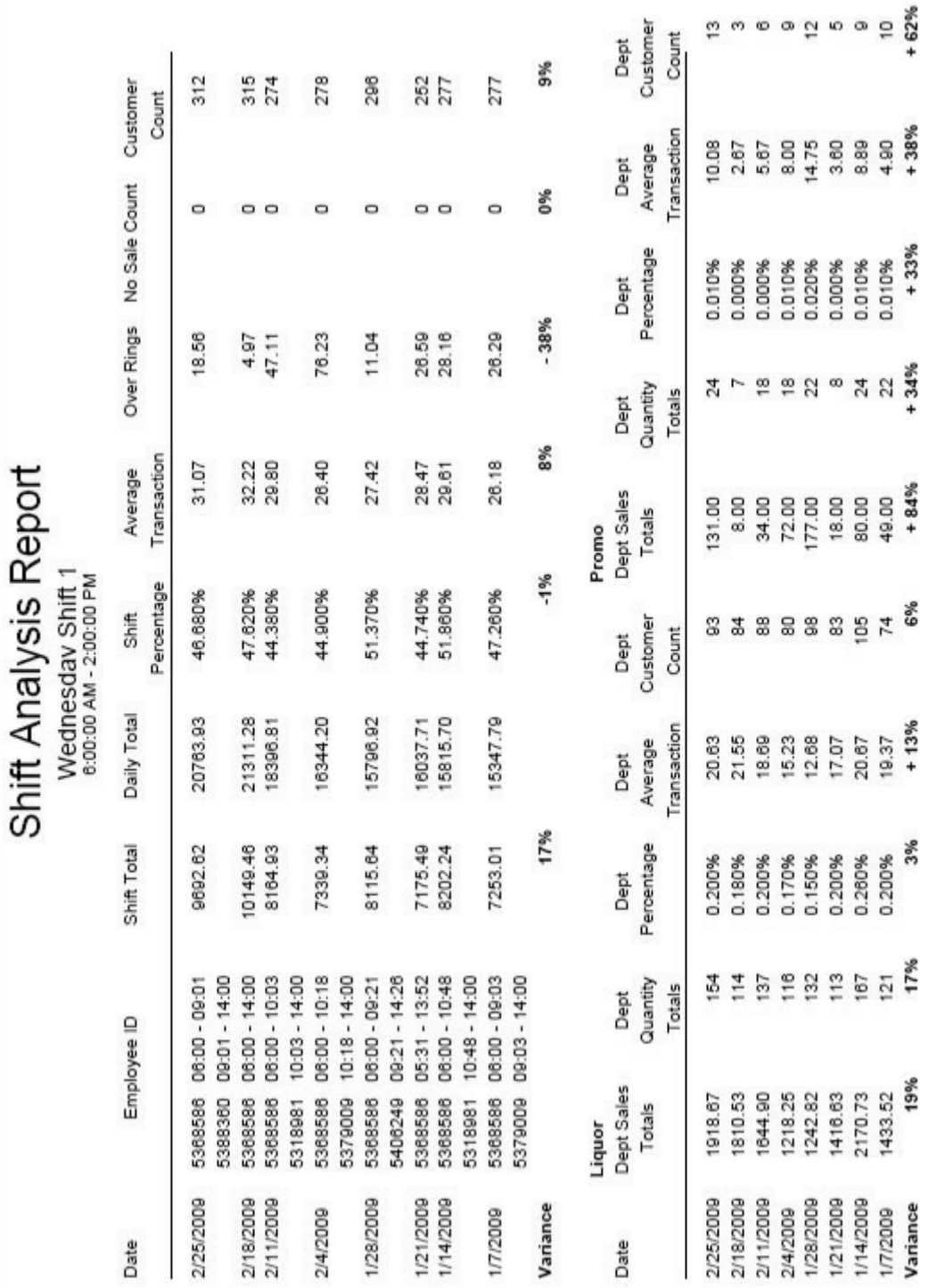
To disable a specific DOB check, set the age to zero.

To configure this feature:

1. Click on the **Configuration** button on the bottom right corner of the screen.
2. Select the **System Configuration** option from the menu.
3. Click the **Advanced POS Settings** tab.
4. Locate the **Automatic Date Of Birth Check** frame on the right side of the screen.

# Shift Analysis Report

This is an example shift analysis report outlining the variance percentages over three shifts: 6am – 2pm, 2pm – 10pm, and 10pm – 6am.



## Shift Analysis Report

Wednesday Shift 1

8:00:00 AM - 2:00:00 PM

| Date | Employee ID | | Shift Total | Daily Total | Shift Percentage | Average Transaction | Over Rings | No Sale Count | Customer Count |
|---|---|---|---|---|---|---|---|---|---|
| 2/25/2009 | 5388588 | 08:00 - 09:01 | 9692.62 | 20763.93 | 46.680% | 31.07 | 18.56 | 0 | 312 |
| | 5388360 | 09:01 - 14:00 | | | | | | | |
| 2/18/2009 | 5388588 | 08:00 - 14:00 | 10149.46 | 21311.28 | 47.620% | 32.22 | 4.97 | 0 | 315 |
| 2/11/2009 | 5388588 | 08:00 - 10:03 | 8164.93 | 18396.81 | 44.380% | 29.80 | 47.11 | 0 | 274 |
| | 5318981 | 10:03 - 14:00 | | | | | | | |
| 2/4/2009 | 5388588 | 08:00 - 10:18 | 7339.34 | 16344.20 | 44.900% | 26.40 | 76.23 | 0 | 278 |
| | 5379009 | 10:18 - 14:00 | | | | | | | |
| 1/28/2009 | 5388588 | 08:00 - 09:21 | 8115.64 | 15796.92 | 51.370% | 27.42 | 11.04 | 0 | 296 |
| | 5406249 | 09:21 - 14:26 | | | | | | | |
| 1/21/2009 | 5388588 | 05:31 - 13:52 | 7175.49 | 16037.71 | 44.740% | 28.47 | 26.59 | 0 | 252 |
| 1/14/2009 | 5388588 | 08:00 - 10:48 | 8202.24 | 15815.70 | 51.860% | 29.61 | 28.16 | 0 | 277 |
| | 5318981 | 10:48 - 14:00 | | | | | | | |
| 1/7/2009 | 5388588 | 08:00 - 09:03 | 7253.01 | 15347.79 | 47.260% | 28.18 | 26.29 | 0 | 277 |
| | 5379009 | 09:03 - 14:00 | | | | | | | |
| **Variance** | | | **17%** | | **-1%** | **8%** | **- 38%** | **0%** | **9%** |

| Date | Liquor Dept Sales Totals | Dept Quantity Totals | Dept Percentage | Dept Average Transaction | Dept Customer Count | Promo Dept Sales Totals | Dept Quantity Totals | Dept Percentage | Dept Average Transaction | Dept Customer Count |
|---|---|---|---|---|---|---|---|---|---|---|
| 2/25/2009 | 1918.67 | 154 | 0.200% | 20.83 | 93 | 131.00 | 24 | 0.010% | 10.08 | 13 |
| 2/18/2009 | 1810.53 | 114 | 0.180% | 21.55 | 84 | 8.00 | 7 | 0.000% | 2.67 | 3 |
| 2/11/2009 | 1644.90 | 137 | 0.200% | 18.69 | 88 | 34.00 | 18 | 0.000% | 5.67 | 6 |
| 2/4/2009 | 1218.25 | 116 | 0.170% | 15.23 | 80 | 72.00 | 18 | 0.010% | 8.00 | 9 |
| 1/28/2009 | 1242.82 | 132 | 0.150% | 12.68 | 98 | 177.00 | 22 | 0.020% | 14.75 | 12 |
| 1/21/2009 | 1416.63 | 113 | 0.200% | 17.07 | 83 | 18.00 | 8 | 0.000% | 3.60 | 5 |
| 1/14/2009 | 2170.73 | 167 | 0.260% | 20.67 | 105 | 80.00 | 24 | 0.010% | 8.89 | 9 |
| 1/7/2009 | 1433.52 | 121 | 0.200% | 19.37 | 74 | 49.00 | 22 | 0.010% | 4.90 | 10 |
| **Variance** | **19%** | **17%** | **3%** | **+ 13%** | **6%** | **+ 84%** | **+ 34%** | **+ 33%** | **+ 38%** | **+ 62%** |

# Shift Analysis Report

## Wednesdav Shift 2

2:00:00 PM - 10:00:00 PM

| Date | Employee ID | | Shift Total | Daily Total | Shift Percentage | Average Transaction | Over Rings | No Sale Count | Customer Count |
|---|---|---|---|---|---|---|---|---|---|
| 2/25/2009 | 5388360 | 14:00 - 17:35 | 10984.45 | 20763.93 | 52.900% | 28.68 | 75.57 | 0 | 383 |
| | 5361923 | 17:35 - 22:00 | | | | | | | |
| 2/18/2009 | 5368586 | 14:00 - 15:52 | 10824.72 | 21311.28 | 50.790% | 23.38 | 71.16 | 0 | 463 |
| | 5361923 | 15:52 - 22:00 | | | | | | | |
| 2/11/2009 | 5318981 | 14:00 - 15:29 | 9854.42 | 18396.81 | 53.570% | 25.40 | 42.45 | 0 | 388 |
| | 5361923 | 15:29 - 22:00 | | | | | | | |
| 2/4/2009 | 5379009 | 14:00 - 16:13 | 8733.36 | 16344.20 | 53.430% | 26.55 | 143.40 | 0 | 329 |
| | 5361923 | 16:13 - 22:00 | | | | | | | |
| 1/28/2009 | 5318981 | 14:26 - 17:59 | 7245.74 | 15796.92 | 45.870% | 21.89 | 31.56 | 0 | 331 |
| | 5361923 | 17:59 - 22:00 | | | | | | | |
| 1/21/2009 | 5379009 | 13:52 - 16:17 | 8631.40 | 16037.71 | 53.820% | 23.52 | 48.42 | 0 | 367 |
| | 5361923 | 16:17 - 22:00 | | | | | | | |
| 1/14/2009 | 5318981 | 14:00 - 16:59 | 6467.58 | 15815.70 | 40.890% | 22.77 | 10.06 | 0 | 284 |
| | 5379009 | 16:59 - 22:00 | | | | | | | |
| 1/7/2009 | 5379009 | 14:00 - 17:03 | 7959.02 | 15347.79 | 51.860% | 22.29 | 181.44 | 0 | 357 |
| | 5361923 | 17:03 - 22:00 | | | | | | | |
| **Variance** | | | **24%** | | **5%** | **+ 18%** | **0%** | **0%** | **6%** |

| | **Liquor** | | | | | **Promo** | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Date | Dept Sales Totals | Dept Quantity Totals | Dept Percentage | Dept Average Transaction | Dept Customer Count | Dept Sales Totals | Dept Quantity Totals | Dept Percentage | Dept Average Transaction | Dept Customer Count |
| 2/25/2009 | 1657.10 | 146 | 0.150% | 15.20 | 109 | 73.00 | 13 | 0.010% | 9.12 | 8 |
| 2/18/2009 | 1529.83 | 154 | 0.140% | 13.54 | 113 | 63.00 | 30 | 0.010% | 5.73 | 11 |
| 2/11/2009 | 1513.46 | 140 | 0.150% | 14.41 | 105 | 21.00 | 15 | 0.000% | 4.20 | 5 |
| 2/4/2009 | 1200.77 | 129 | 0.140% | 12.38 | 97 | 35.00 | 17 | 0.000% | 5.83 | 6 |
| 1/28/2009 | 1210.59 | 135 | 0.170% | 12.48 | 97 | 74.00 | 19 | 0.010% | 6.17 | 12 |
| 1/21/2009 | 1413.41 | 131 | 0.160% | 14.28 | 99 | 36.00 | 16 | 0.000% | 4.50 | 8 |
| 1/14/2009 | 895.18 | 108 | 0.140% | 11.19 | 80 | 44.00 | 29 | 0.010% | 5.50 | 8 |
| 1/7/2009 | 1354.12 | 143 | 0.170% | 12.66 | 107 | 23.00 | 13 | 0.000% | 3.29 | 7 |
| **Variance** | **23%** | **8%** | **-2%** | **+ 15%** | **8%** | **+ 58%** | **- 32%** | **+ 100%** | **+ 65%** | **0%** |

# Shift Analysis Report

## Wednesday Shift 3

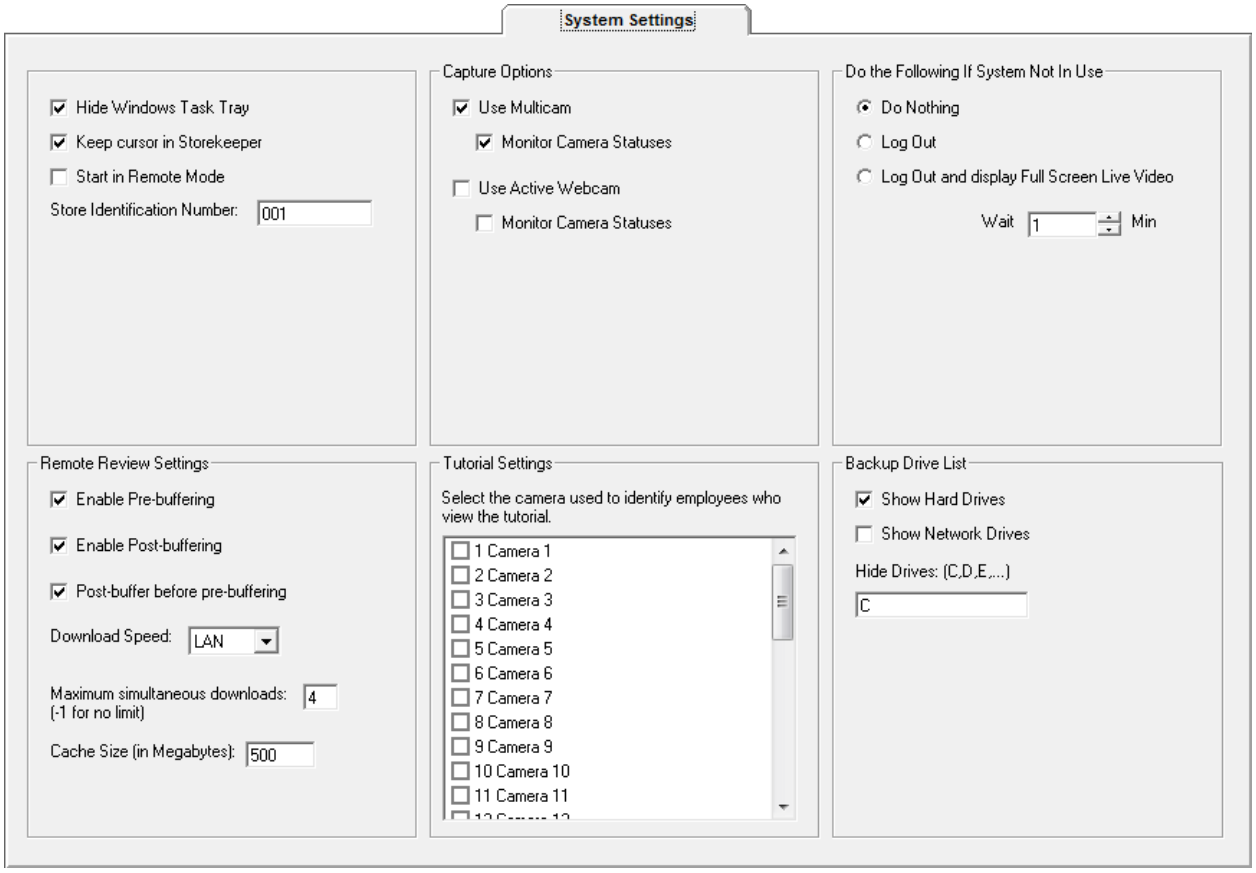
10:00:00 PM - 6:00:00 AM

| Date | Employee ID | | Shift Total | Daily Total | Shift Percentage | Average Transaction | Over Rings | No Sale Count | Customer Count |
|---|---|---|---|---|---|---|---|---|---|
| 2/25/2009 | 5388360 | 22:00 - 23:23 | 86.86 | 20763.93 | 0.420% | 12.41 | 0.00 | 0 | 7 |
| | 5368586 | 05:22 - 06:00 | | | | | | | |
| 2/18/2009 | 5379009 | 22:00 - 23:24 | 337.10 | 21311.28 | 1.580% | 33.71 | 0.00 | 0 | 10 |
| | 5368586 | 05:12 - 06:00 | | | | | | | |
| 2/11/2009 | 5318981 | 22:00 - 23:41 | 377.46 | 18396.81 | 2.050% | 26.96 | 0.00 | 0 | 14 |
| | 5368586 | 05:10 - 06:00 | | | | | | | |
| 2/4/2009 | 5388360 | 22:00 - 23:06 | 271.50 | 16344.20 | 1.660% | 33.94 | 8.16 | 0 | 8 |
| | 5368586 | 05:10 - 06:00 | | | | | | | |
| 1/28/2009 | 5388360 | 22:00 - 23:23 | 435.54 | 15796.92 | 2.760% | 25.62 | 0.00 | 0 | 17 |
| | 5368586 | 05:22 - 06:00 | | | | | | | |
| 1/21/2009 | 5388360 | 22:00 - 23:00 | 230.82 | 16037.71 | 1.440% | 32.97 | 0.00 | 0 | 7 |
| 1/14/2009 | 5388360 | 22:00 - 22:56 | 1145.88 | 15815.70 | 7.250% | 81.85 | 0.00 | 0 | 14 |
| | 5368586 | 05:18 - 06:00 | | | | | | | |
| 1/7/2009 | 5388360 | 22:00 - 23:02 | 135.76 | 15347.79 | 0.880% | 12.34 | 0.00 | 0 | 11 |
| | 5368586 | 05:09 - 06:00 | | | | | | | |
| **Variance** | | | **- 77%** | | **- 81%** | **- 62%** | **- 100%** | **0%** | **- 36%** |

| Date | Liquor Dept Sales Totals | Dept Quantity Totals | Dept Percentage | Dept Average Transaction | Dept Customer Count | Promo Dept Sales Totals | Dept Quantity Totals | Dept Percentage | Dept Average Transaction | Dept Customer Count |
|---|---|---|---|---|---|---|---|---|---|---|
| 2/25/2009 | 9.20 | 2 | 0.110% | 4.60 | 2 | 0.00 | 0 | 0.000% | 0.00 | 0 |
| 2/18/2009 | 8.46 | 1 | 0.030% | 8.46 | 1 | 0.00 | 0 | 0.000% | 0.00 | 0 |
| 2/11/2009 | 47.56 | 6 | 0.130% | 9.51 | 5 | 0.00 | 0 | 0.000% | 0.00 | 0 |
| 2/4/2009 | 46.55 | 6 | 0.170% | 9.31 | 5 | 0.00 | 0 | 0.000% | 0.00 | 0 |
| 1/28/2009 | 24.79 | 1 | 0.060% | 24.79 | 1 | 0.00 | 0 | 0.000% | 0.00 | 0 |
| 1/21/2009 | 8.16 | 1 | 0.040% | 8.16 | 1 | 0.00 | 0 | 0.000% | 0.00 | 0 |
| 1/14/2009 | 32.29 | 4 | 0.030% | 10.76 | 3 | 0.00 | 0 | 0.000% | 0.00 | 0 |
| 1/7/2009 | 22.32 | 6 | 0.160% | 3.72 | 6 | 0.00 | 0 | 0.000% | 0.00 | 0 |
| **Variance** | **- 63%** | **- 41%** | **21%** | **- 54%** | **- 33%** | **0%** | **0%** | **0%** | **0%** | **0%** |

# How to Configure Storekeeper and Windows Preferences

*You may need to login to a higher level account to access this feature.*




*Storekeeper 3.5 is compatible with Windows 7.*

### System Settings

Storekeeper provides flexibility in the look and function of its features and operation, including allowing you to enable or disable certain Windows items for ease of use. These preferences can be set by navigating to the **System Settings** tab of the **System Configuration** page. To access this page, click the **Configuration** button on the bottom right corner of the screen, select **System Configuration** from the menu, and click the **System Settings** tab.

**Configuring Storekeeper and Windows Preferences**

The first frame in the upper left corner is the frame that contains the settings for preferences, including:

- The option to hide the Windows task tray
- The option to lock the cursor in Storekeeper
- The option to start Storekeeper in remote mode

These preferences can be enabled or disabled by checking or un-checking them respectively.

You have the option to set the **Store Identification Number**. This value can help distinguish one DVR from another. This value is stored on backups to help distinguish a backup from one site from a backup from another site. You can see this value in the upper left corner of the screen when you review a backup. It will say “Reviewing: ### Archive” where ### is the value supplied in the **Store Identification Number** box.

To save changes and exit the Configuration screen, click the **OK** button.